

# Results

## Analysis by Primary Ethnicity

***“The majority (87.7 percent) of those responding reported that all services identified on the IFSP were received by the child’s third birthday.”***

***“The majority of respondents, ranging from 93.9 to 100.0 percent of each ethnic group, stated that the support, services, and resources received enhanced their child’s quality of life.”***

***“...from 92.7 to 97.3 percent of each [ethnic] group reported improvements in their child’s overall development.”***

***“... the majority (82.8 percent) of respondents reported that all important issues were discussed [at their last IFSP meeting].”***

***“When asked if the service coordinator discussed family needs and wants during this meeting, the majority (82.1 percent) responded positively.”***

# 2001 Early Start Program: Family Satisfaction Survey

## Introduction

The results by primary ethnicity are distributed across the following categories: white (522), Spanish/Latin/Hispanic (520), African American (96), unknown (408), and "all others" (160).

"All others" includes Asian Indian, Cambodian, Chinese, Filipino, Guamanian, Hmong, Japanese, Korean, Laotian, Native American, Native Hawaiian, Samoan, Thai, Vietnamese, other Asian, other Pacific Islander, and all others not classified; each of these groups represents less than one percent of the total population.

As indicated by the table below, the distribution of ethnicities among Family Satisfaction Survey respondents is similar to the distribution of ethnicities among the total Early Start program population.

Since the Early Start program requirements include both 1) outreach to historically underserved populations, such as minorities; and 2) that services be culturally appropriate, the identification of differences, if any, in satisfaction levels within ethnicities can be of value in the program planning process.

Primary Ethnicity	Population		Survey Participants	
	Count	Percent	Count	Percent
African American	2,176	6.9%	96	5.6%
Spanish/Latin/Hispanic	10,457	33.1%	520	30.5%
White	7,386	23.4%	522	30.6%
Unknown	8,278	26.2%	408	23.9%
All Others	3,288	10.4%	160	9.4%
Total	31,585	100%	1,706	100%

## Analysis

### Areas of similar satisfaction across ethnic groups:

*The majority (87.7 percent) of those responding reported that all services identified on the IFSP were received by the child's third birthday.* Comparatively, the response by ethnicity regarding receipt of services by the child's third birthday was as follows: **white (88.6 percent), African American (88.5 percent), unknown (87.0 percent), "all others" (87.0 percent), and Spanish/Latin/Hispanic (85.9 percent).**

When respondents were asked if their family received **all** of the appropriate services identified on the IFSP by the child's third birthday, a slight decrease to 69.0 percent is observable. Comparatively, the response by ethnicity for "all others" was 81.9 percent, for white was 79.2 percent, African American was 75.0 percent, unknown was 67.2 percent, and Spanish/Latin/Hispanic was 61.4 percent.

### Analysis

#### Areas of similar satisfaction across ethnic groups (continued):

In regards to receiving appropriate services, almost one-third (31.0 percent) of respondents reported that their family did not receive all of the appropriate services. Of note, more of the individuals responding on behalf of Spanish/Latin/Hispanic children reported not receiving all of their appropriate services - 38.6 percent.

*The majority of respondents, ranging from 93.9 to 100.0 percent of each ethnic group, stated that the support, services, and resources received enhanced their child's quality of life. In addition, when asked if early intervention services have enhanced their child's development, from 92.7 to 97.3 percent of each group reported improvements in their child's overall development.*

Non-white ethnicities rated their level of satisfaction as outstanding more often than the white ethnic group. In addition, more than one-half of the Spanish/Latin/Hispanic respondents rated three out of six outcome areas as outstanding.

When asked to rate whether services were designed to fit into the families' daily routine, the majority (52.0 percent) of respondents gave an outstanding rating. Individuals responding on behalf of Spanish/Latin/Hispanic children reported the highest rating more often (60.0 percent); "all others" did so far less frequently (38.0 percent) .

A score of one (unacceptable) was rarely present for more than one to three percent of total responses. However, when asked to rate their level of satisfaction with the help received from the regional center when their child turned three years old, about six percent of the respondents reported a rating of unacceptable. The unacceptable rating among all ethnic groups ranged from five to 20.0 percent. Compared to other ethnicities, approximately 20.0 percent of those responding on behalf of African American children reported being least satisfied with services when their child turned three years old.

## 2001 Early Start Program: Family Satisfaction Survey

### Analysis

#### **Areas where differences in satisfaction across ethnic groups were noted:**

Compared to other ethnic groups, individuals responding on behalf of Spanish/Latin/Hispanic children reported higher levels of satisfaction for nearly every question with the exception of adaptive skill outcomes.

In terms of receiving Early Start services that were specified in their IFSP, a higher percentage of those responding on behalf of African American children (90.9 percent) and white children (89.3 percent) reported receiving their services as compared to the total group of respondents (85.5 percent).

As compared to all respondents (78.7 percent), a higher percentage of individuals responding on behalf of white children (80.9 percent) reported that their services started on time. Fewer individuals responding on behalf of children in the "all others" category reported that their services started on time (76.0 percent).

Of the respondents that reported a delay in service, 36.4 percent of those responding on behalf of African American children reported that their services were delayed two to four weeks, as compared to all respondents (18.1 percent). Respondents whose child's ethnicity was unknown reported a delay in service (12.8 percent) as compared to all the other ethnic groups.

***When asked if all important issues were discussed at their last IFSP meeting, the majority (82.8 percent) of respondents reported that all important issues were discussed.*** Slightly more individuals responding on behalf of white children (88.2 percent) reported that all important issues were discussed at their IFSP meeting than individuals responding on behalf of Spanish/Latin/Hispanic children (77.5 percent).

***When asked if the service coordinator discussed family needs and wants during this meeting, the majority (82.1 percent) responded positively.*** Comparatively, more respondents representing white children (87.1 percent) reported that their needs and wants were discussed at their last IFSP meeting than individuals responding on behalf of Spanish/Latin/Hispanic children (76.9 percent).

## 2001 Early Start Program: Family Satisfaction Survey

### Summary

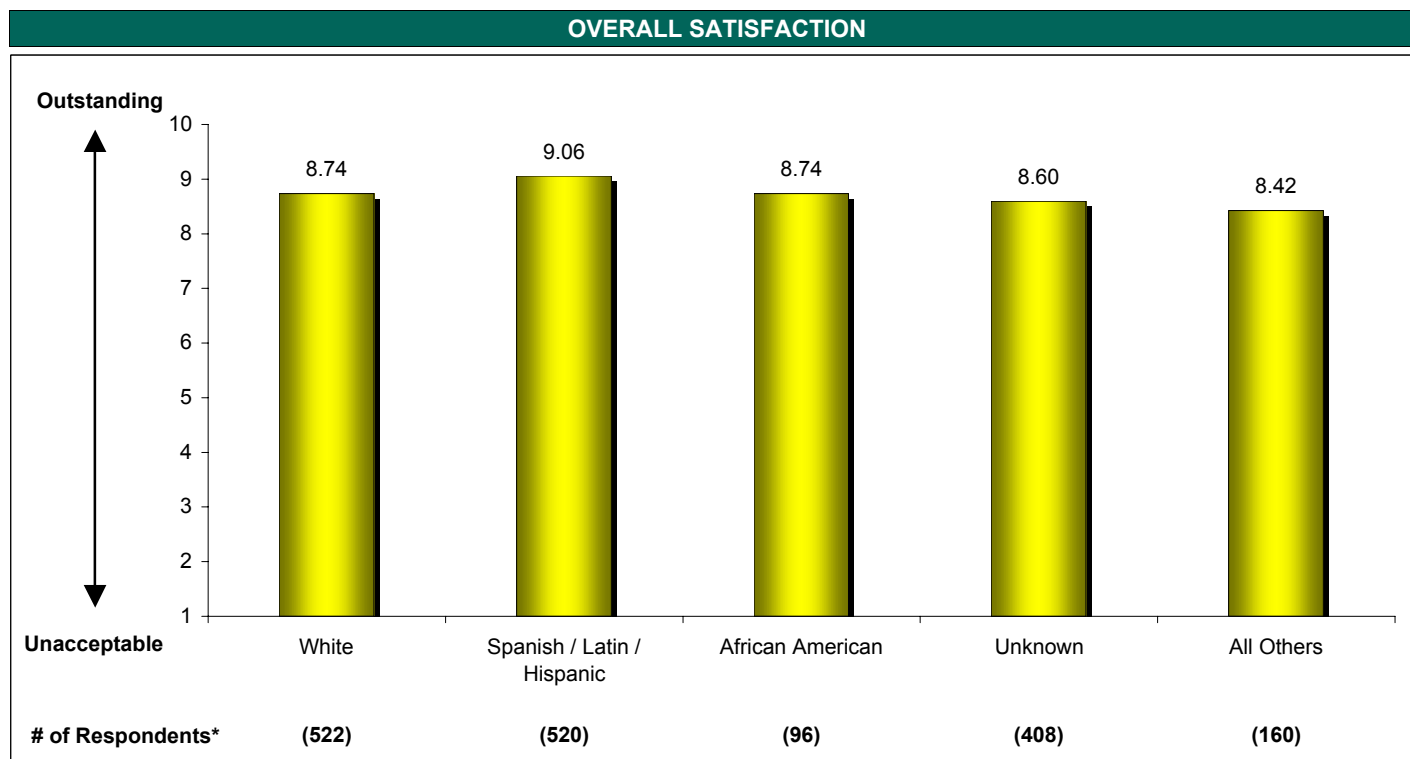
Based on the table below, individuals responding on behalf of Spanish/Latin/Hispanic children rated services significantly higher than others; only the adaptive skills and speech and language outcome items were rated lower by this group than by some other ethnic groups.

Individuals responding on behalf of children in the "all others" category rated their satisfaction with services lower than other ethnic groups for every question.

In general, respondents rated their level of satisfaction relatively high (8.73). However, areas that have the highest proportion of unacceptable ratings may be candidates for further investigation. For example, nearly one third of the respondents stated that they did not receive all of the special education and appropriate services by the child's third birthday.

AREA OF SATISFACTION RATED	White	Spanish/ Latin/ Hispanic	African American	Unknown	All Others
Overall satisfaction with the services you receive(d)	8.74	9.06	8.74	8.60	8.42
Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35
Overall satisfaction in meeting your IFSP outcomes	8.53	8.81	8.32	8.43	8.08
Overall satisfaction with the amount of services	8.32	8.41	8.46	8.15	7.95
Overall satisfaction with the quality of services	8.66	8.77	8.72	8.58	8.41
Satisfaction with the help from regional center when your child turned three years old	7.57	8.53	7.36	7.93	7.80
Services have been designed to fit into your everyday family routine	8.68	8.80	8.59	8.57	8.26
Overall satisfaction with the information to plan for your child's needs	7.92	8.66	8.54	8.24	7.88
Ease of finding information about available services	7.15	7.97	7.83	7.44	7.21
Social and emotional outcomes	8.27	8.58	8.24	8.23	8.03
Cognitive outcomes	8.12	8.32	8.14	8.24	7.91
Speech and language outcomes	7.62	7.48	7.56	7.51	7.18
Physical/motor outcomes	8.31	8.63	8.40	8.26	8.24
Adaptive skill outcomes	8.14	7.89	8.16	7.97	7.78
Overall quality of life outcomes	8.51	8.68	8.30	8.41	8.12

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

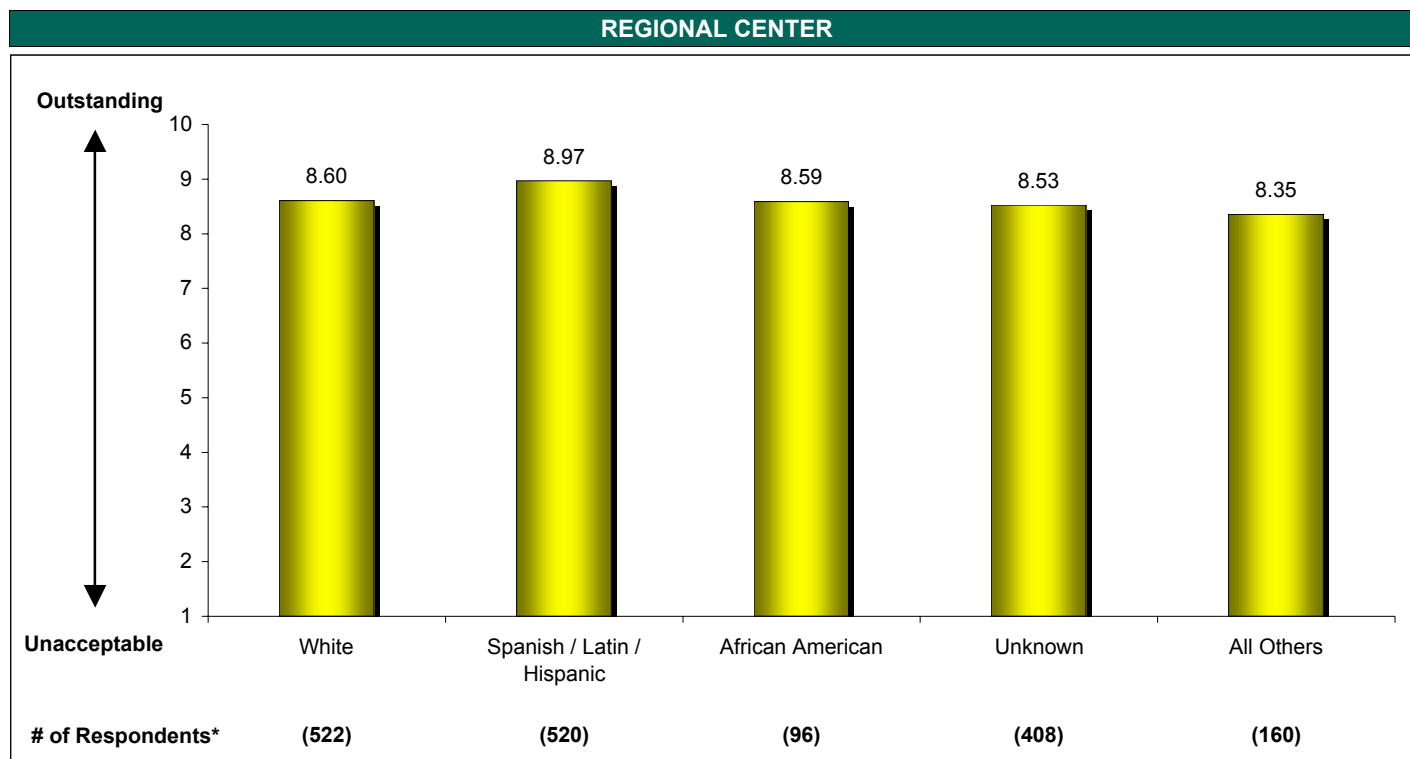


		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q13.	Overall satisfaction with the services you receive(d)	8.74	9.06	8.74	8.60	8.42
Q32.	Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35
Q12.	Overall satisfaction in meeting your IFSP outcomes	8.53	8.81	8.32	8.43	8.08
Q5.	Overall satisfaction with the amount of services	8.32	8.41	8.46	8.15	7.95
Q6.	Overall satisfaction with the quality of services	8.66	8.77	8.72	8.58	8.41
Q10.	Services have been designed to fit into your everyday family routine	8.68	8.80	8.59	8.57	8.26

\* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
<b>Q32.</b>	<b>Overall satisfaction with the regional center</b>	<b>8.60</b>	<b>8.97</b>	<b>8.59</b>	<b>8.53</b>	<b>8.35</b>
<b>Q31.</b>	<b>Satisfaction with the help from regional center when your child turned three years old</b>	<b>7.57</b>	<b>8.53</b>	<b>7.36</b>	<b>7.93</b>	<b>7.80</b>
<b>Q28.</b>	Did your child receive all of the services identified on his or her IFSP by his or her third birthday? <sup>1</sup>	Yes	88.6%	85.9%	88.5%	87.0%
		No	11.4%	14.1%	11.5%	13.0%
<b>Q29.</b>	Did your child receive all of the special education and related services identified on his or her IFSP by his or her third birthday? <sup>1</sup>	Yes	78.5%	65.4%	80.4%	66.3%
		No	21.5%	34.6%	19.6%	33.7%
<b>Q30.</b>	Did your child receive all of the appropriate services identified on his or her IFSP by his or her third birthday? <sup>1</sup>	Yes	79.2%	61.4%	75.0%	67.2%
		No	20.8%	38.6%	25.0%	32.8%

\* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

<sup>1</sup> Do not know/remember responses are not factored into the percent calculations

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### EARLY START SERVICES

			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
QA.	Can you tell me what your relationship to the child is?	Mother	75.9%	83.5%	57.3%	76.2%	72.5%
		Father	15.5%	9.2%	7.3%	13.7%	11.9%
		Foster Parent	3.4%	3.1%	19.8%	5.1%	5.6%
		Residential Care Provider	0.0%	0.0%	0.0%	0.0%	0.0%
		Sibling	0.0%	0.6%	1.0%	0.0%	0.0%
		Grandparent	3.6%	2.9%	9.4%	3.7%	9.4%
		Other Family (Aunt/Uncle)	0.6%	0.8%	3.1%	0.7%	0.0%
		Other	1.0%	0.0%	2.1%	0.5%	0.6%
Q1.	What services are you and your family currently receiving? (multiple responses allowed) <sup>2</sup>	Speech and Language Services	43.7%	38.1%	30.2%	37.7%	43.8%
		Physical Therapy	30.5%	49.2%	32.3%	34.1%	35.0%
		Occupational Therapy	34.5%	30.4%	25.0%	30.6%	31.3%
		Development/Psychological Assessment	25.9%	23.7%	35.4%	24.5%	26.9%
		Other	28.2%	17.5%	30.2%	26.2%	20.6%
		Respite	24.3%	13.7%	10.4%	17.6%	20.6%
		Transportation	6.5%	11.0%	8.3%	5.1%	5.6%
		Behavior Intervention	6.9%	8.7%	10.4%	4.4%	7.5%
		Parent Education/Family Support/Counseling	7.3%	3.3%	4.2%	4.7%	8.1%
		Family Training and Education	4.6%	6.0%	4.2%	4.2%	3.8%
Q2.	Who provides these services? (multiple responses allowed) <sup>1 2</sup>	Regional Center	65.5%	80.0%	72.9%	64.0%	78.1%
		Family Resource Center	1.7%	1.7%	1.0%	2.0%	3.1%
		Private or Non-Profit Provider	22.2%	11.0%	16.7%	18.1%	12.5%
		Local Education Agencies	11.1%	3.8%	6.3%	10.0%	8.1%
		Physician/Medical Staff	5.6%	2.7%	4.2%	4.7%	5.6%
		Other	14.8%	7.1%	9.4%	13.7%	5.0%
Q3.	Who had the most say in choosing these services?	My Family	53.4%	55.4%	47.9%	48.8%	46.9%
		The IFSP Planning Team	7.7%	3.1%	5.2%	6.1%	6.3%
		Regional Center/Service Coordinator	18.4%	23.1%	25.0%	20.8%	26.9%
		Service Provider/Program	5.7%	2.5%	2.1%	5.9%	3.1%
		Physician/Medical Staff	9.6%	11.3%	10.4%	11.8%	12.5%
		Other	3.3%	1.7%	5.2%	2.5%	1.3%
		Do Not Know	1.3%	1.5%	3.1%	2.9%	1.3%
		We Did Not Have a Choice	0.6%	1.3%	1.0%	1.2%	1.9%

<sup>1</sup> Do not know/remember responses are not factored into the percent calculations

<sup>2</sup> Multiple Response question; total may not equal sum of categories



# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

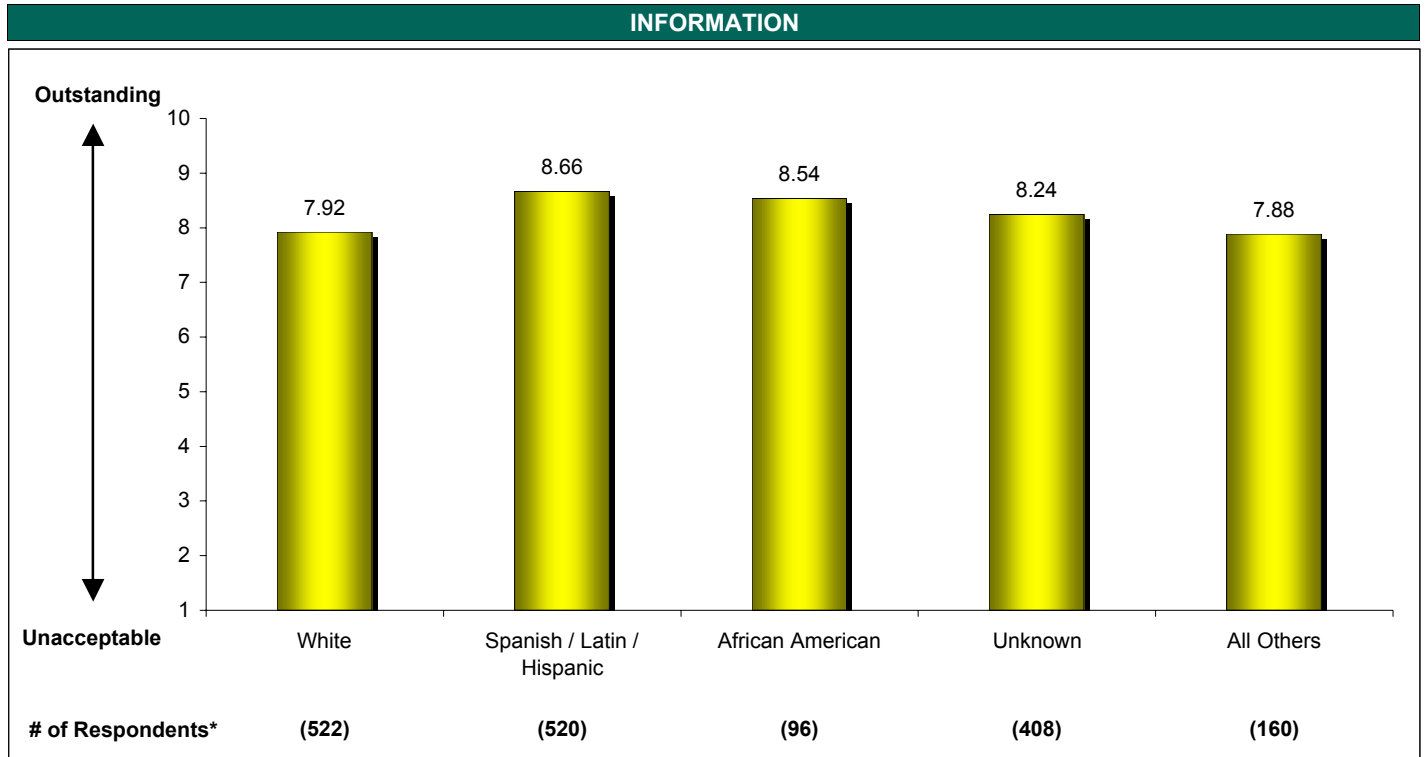
EARLY START SERVICES							
			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q4.	Did your family receive Early Start services that were specified in your IFSP? <sup>1</sup>	Received all of the services	89.3%	83.7%	90.9%	83.7%	85.0%
		Received most of the services	4.1%	4.1%	3.4%	6.5%	4.8%
		Received half of the services	2.5%	4.9%	2.3%	3.5%	4.8%
		Received quarter of the services	2.1%	3.7%	1.1%	2.4%	2.7%
		Received none of the services	2.1%	3.5%	2.3%	3.8%	2.7%
Q7.	Did the services outlined in your family's IFSP start on time? <sup>1</sup>	All of the services were on time	80.9%	79.1%	76.6%	77.5%	76.0%
		Most of the services were on time	13.2%	11.0%	14.9%	10.9%	15.6%
		Very few services were on time	2.9%	4.9%	2.1%	4.6%	4.5%
		None of the services were on time	2.9%	4.9%	6.4%	7.1%	3.9%
Q8.	What services were delayed? (multiple responses allowed) <sup>1 2</sup>	Speech and Language Services	27.0%	25.0%	20.8%	29.2%	27.9%
		Physical Therapy	19.7%	27.3%	4.2%	20.0%	25.6%
		Occupational Therapy	18.0%	18.2%	12.5%	17.5%	14.0%
		Development/Psychological Assessment	1.6%	1.5%	16.7%	3.3%	0.0%
		Other	21.3%	11.4%	33.3%	12.5%	27.9%
		Respite	8.2%	7.6%	4.2%	10.8%	0.0%
		Transportation	0.8%	2.3%	8.3%	0.0%	0.0%
		Behavior Intervention	3.3%	6.1%	0.0%	6.7%	2.3%
		Parent Education/Family Support/Counseling	0.0%	0.8%	0.0%	0.0%	2.3%
		Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%
Q9.	Approximate delay in start of services <sup>1 2</sup>	Less than one week	2.2%	1.0%	9.1%	0.0%	8.8%
		Between 1-2 weeks	7.7%	4.0%	9.1%	7.0%	8.8%
		Between 2-4 weeks	14.3%	14.9%	36.4%	12.8%	23.5%
		Between 1-2 months	25.3%	21.8%	13.6%	23.3%	17.6%
		Between 2-3 months	15.4%	22.8%	18.2%	23.3%	8.8%
		Between 3-4 months	13.2%	8.9%	4.5%	4.7%	2.9%
		Between 4-5 months	4.4%	5.0%	4.5%	7.0%	5.9%
		Between 5-6 months	7.7%	7.9%	0.0%	8.1%	8.8%
		More than six months	9.9%	13.9%	4.5%	14.0%	14.7%
Q11.	Have service providers demonstrated how you can work with your child between sessions?	Yes	89.8%	87.7%	85.4%	89.2%	92.5%
		No	10.2%	12.3%	14.6%	10.8%	7.5%

<sup>1</sup> Do not know/remember responses are not factored into the percent calculations

<sup>2</sup> Numbers/percents are based on respondents that reported that their services did not start on time based on question #7

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY



			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q14.	Overall satisfaction with the information to plan for your child's needs		7.92	8.66	8.54	8.24	7.88
Q16.	Ease of finding information about available services		7.15	7.97	7.83	7.44	7.21
Q17.	When you were first looking for assistance, was culturally relevant information available to you? <sup>1</sup>	All information was available	91.1%	80.3%	77.8%	80.9%	81.0%
		Most information was available	2.0%	8.0%	4.4%	5.9%	5.4%
		Some information was available	0.9%	5.7%	1.1%	2.7%	3.4%
		No information was available	6.0%	6.1%	16.7%	10.6%	10.2%
Q15.	Do you know what to do if you disagree with a decision made by the regional center? <sup>1</sup>	Yes	73.4%	65.6%	71.9%	66.7%	66.3%
		No	26.6%	34.4%	28.1%	33.3%	33.8%

\* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

<sup>1</sup> Do not know/remember responses are not factored into the percent calculations

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### IFSP & PERSONAL OUTCOMES

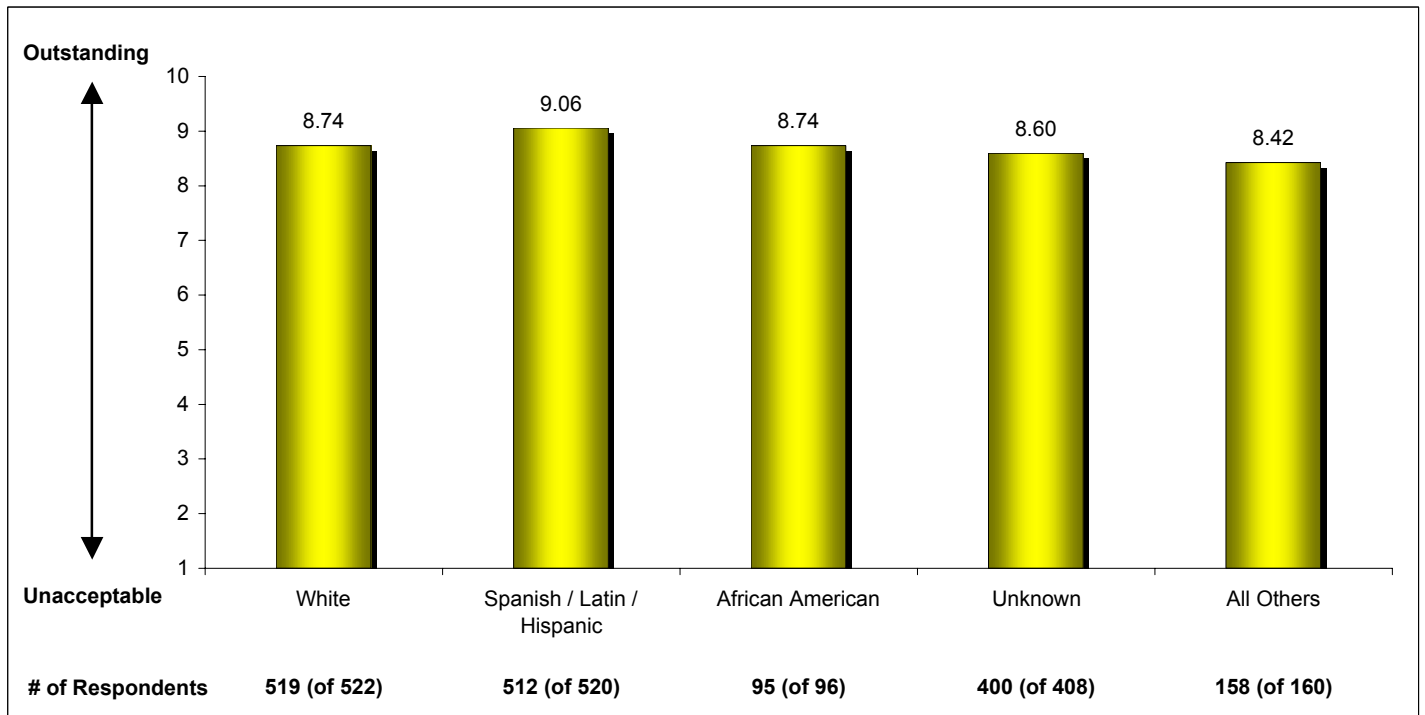
			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q18.	Were things that are important to you discussed at your most recent planning team meeting (IFSP)? <sup>1</sup>	Discussed all issues	88.2%	77.5%	78.8%	85.3%	79.7%
		Discussed most issues	7.9%	14.6%	14.1%	11.0%	15.4%
		Discussed only a few issues	1.1%	4.1%	1.2%	1.4%	2.8%
		Discussed none	2.8%	3.8%	5.9%	2.3%	2.1%
Q19.	During the planning team meeting, did the regional center service coordinator discuss with you, your family's needs and wants? <sup>1</sup>	All were discussed	87.1%	76.9%	81.7%	83.8%	78.9%
		Most were discussed	7.8%	14.6%	11.0%	9.5%	15.0%
		A few were discussed	1.9%	4.2%	1.2%	3.4%	2.7%
		None were discussed	3.2%	4.2%	6.1%	3.4%	3.4%
Rate your child's progress towards meeting...							
Q20.	Social and Emotional Outcomes		8.27	8.58	8.24	8.23	8.03
Q21.	Cognitive Outcomes		8.12	8.32	8.14	8.24	7.91
Q22.	Speech and Language Outcomes		7.62	7.48	7.56	7.51	7.18
Q23.	Physical/Motor Outcomes		8.31	8.63	8.40	8.26	8.24
Q24.	Adaptive Skill Outcomes		8.14	7.89	8.16	7.97	7.78
Q25.	Overall Quality of Life Outcomes		8.51	8.68	8.30	8.41	8.12
Q26.	Do you believe that support, services, and resources for your family have enhanced your child's quality of life? <sup>1</sup>	Yes	98.2%	95.3%	100%	93.9%	100%
		No	1.8%	4.7%	0.0%	6.1%	0.0%
Q27.	Overall, do you feel that the early intervention services you have received have increased your family's capacity to enhance your child's development? <sup>1</sup>	Yes	96.0%	97.3%	92.7%	96.3%	96.9%
		No	4.0%	2.7%	7.3%	3.7%	3.1%

<sup>1</sup> Do not know/remember responses are not factored into the percent calculations

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL SATISFACTION WITH THE SERVICES YOU RECEIVE(D)



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q13.	Overall satisfaction with the services you receive(d)	8.74	9.06	8.74	8.60	8.42

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	247	47.6%	328	64.1%	50	52.6%	192	48.0%	60	38.0%
	Score of 9	95	18.3%	70	13.7%	12	12.6%	64	16.0%	29	18.4%
	Score of 8	94	18.1%	47	9.2%	16	16.8%	59	14.8%	33	20.9%
	Score of 7	36	6.9%	19	3.7%	10	10.5%	40	10.0%	18	11.4%
	Score of 6	14	2.7%	4	0.8%	1	1.1%	11	2.8%	6	3.8%
Average	Score of 5	16	3.1%	35	6.8%	3	3.2%	18	4.5%	8	5.1%
	Score of 4	4	0.8%	2	0.4%	0	0.0%	3	0.8%	0	0.0%
	Score of 3	4	0.8%	2	0.4%	0	0.0%	3	0.8%	0	0.0%
	Score of 2	4	0.8%	0	0.0%	0	0.0%	4	1.0%	0	0.0%
Unacceptable	Score of 1	5	1.0%	5	1.0%	3	3.2%	6	1.5%	4	2.5%

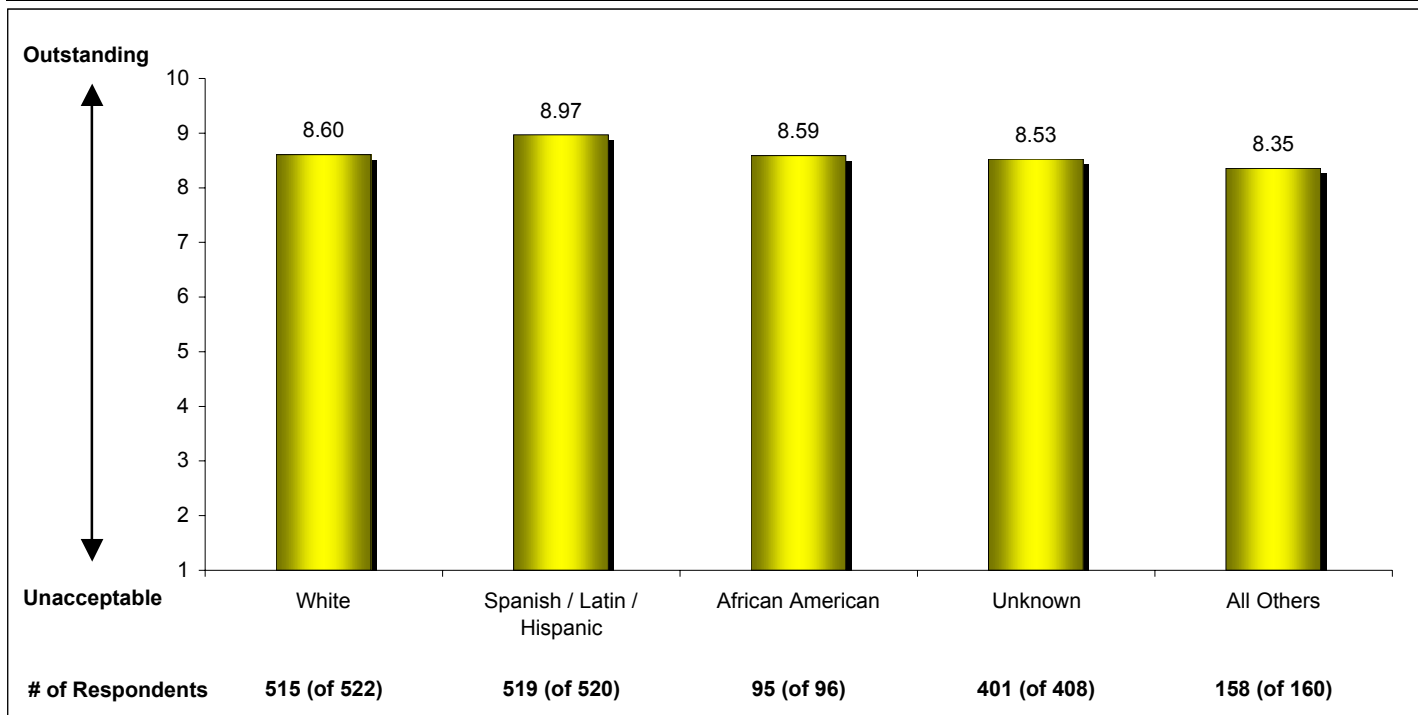
Total respondents answering item <sup>1</sup>		519	100%	512	100%	95	100%	400	100%	158	100%
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<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL SATISFACTION WITH THE REGIONAL CENTER



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q32.	Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35

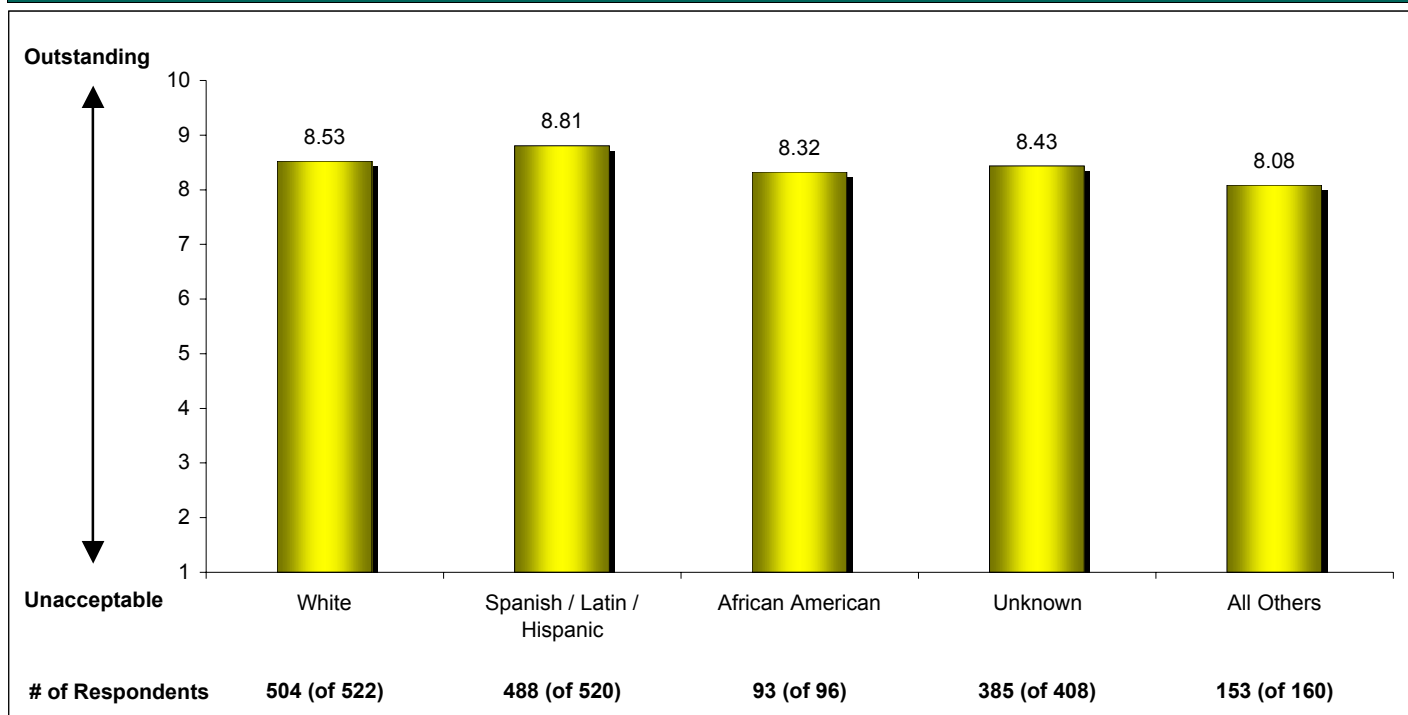
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	255	49.5%	336	64.7%	47	49.5%	196	48.9%	57	36.1%
	Score of 9	75	14.6%	65	12.5%	17	17.9%	49	12.2%	28	17.7%
	Score of 8	84	16.3%	43	8.3%	12	12.6%	67	16.7%	42	26.6%
	Score of 7	39	7.6%	14	2.7%	8	8.4%	36	9.0%	11	7.0%
	Score of 6	17	3.3%	7	1.3%	3	3.2%	15	3.7%	3	1.9%
Average	Score of 5	23	4.5%	40	7.7%	3	3.2%	19	4.7%	9	5.7%
	Score of 4	3	0.6%	2	0.4%	1	1.1%	7	1.7%	3	1.9%
	Score of 3	1	0.2%	3	0.6%	0	0.0%	2	0.5%	2	1.3%
	Score of 2	11	2.1%	1	0.2%	0	0.0%	1	0.2%	1	0.6%
Unacceptable	Score of 1	7	1.4%	8	1.5%	4	4.2%	9	2.2%	2	1.3%
Total respondents answering item <sup>1</sup>		515	100%	519	100%	95	100%	401	100%	158	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL SATISFACTION IN MEETING YOUR IFSP OUTCOMES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q12.	Overall satisfaction in meeting your IFSP outcomes	8.53	8.81	8.32	8.43	8.08

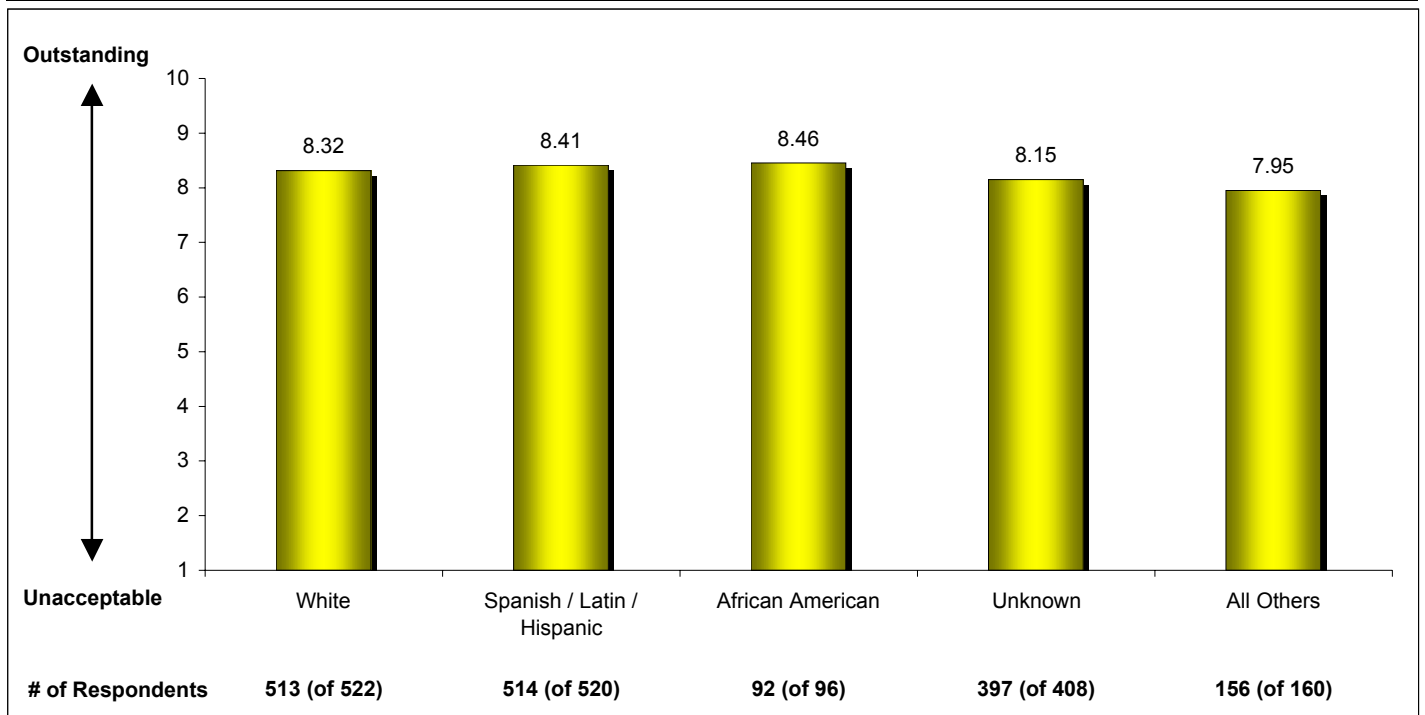
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	218	43.3%	277	56.8%	42	45.2%	171	44.4%	50	32.7%
	Score of 9	83	16.5%	62	12.7%	11	11.8%	58	15.1%	25	16.3%
	Score of 8	97	19.2%	57	11.7%	20	21.5%	66	17.1%	28	18.3%
	Score of 7	50	9.9%	33	6.8%	7	7.5%	35	9.1%	22	14.4%
	Score of 6	13	2.6%	12	2.5%	2	2.2%	13	3.4%	10	6.5%
Average	Score of 5	24	4.8%	36	7.4%	5	5.4%	26	6.8%	12	7.8%
	Score of 4	3	0.6%	6	1.2%	1	1.1%	4	1.0%	2	1.3%
	Score of 3	5	1.0%	1	0.2%	0	0.0%	1	0.3%	1	0.7%
	Score of 2	8	1.6%	0	0.0%	0	0.0%	4	1.0%	0	0.0%
Unacceptable	Score of 1	3	0.6%	4	0.8%	5	5.4%	7	1.8%	3	2.0%
Total respondents answering item <sup>1</sup>		504	100%	488	100%	93	100%	385	100%	153	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL SATISFACTION WITH THE AMOUNT OF SERVICES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q5.	Overall satisfaction with the amount of services	8.32	8.41	8.46	8.15	7.95

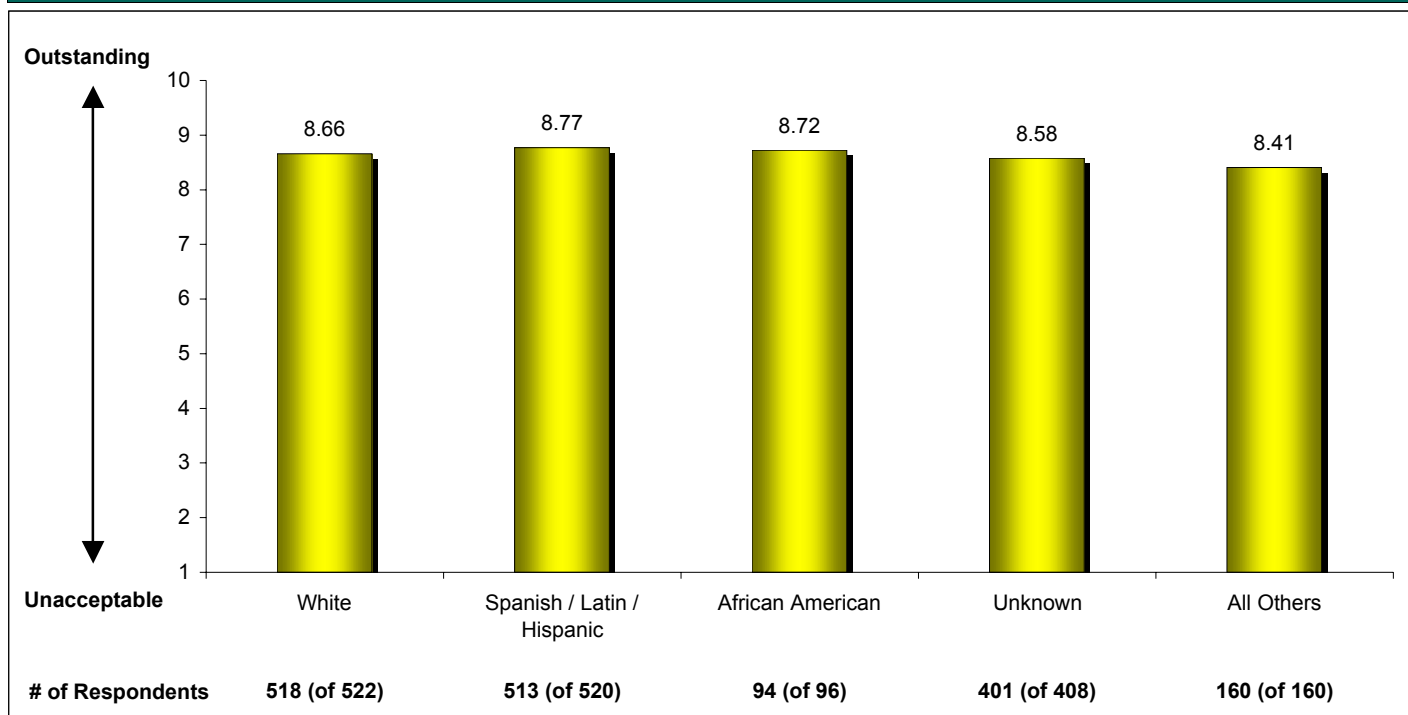
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	200	39.0%	259	50.4%	41	44.6%	159	40.1%	49	31.4%
	Score of 9	71	13.8%	62	12.1%	14	15.2%	45	11.3%	20	12.8%
	Score of 8	110	21.4%	66	12.8%	14	15.2%	69	17.4%	30	19.2%
	Score of 7	55	10.7%	27	5.3%	8	8.7%	46	11.6%	25	16.0%
	Score of 6	19	3.7%	11	2.1%	6	6.5%	17	4.3%	9	5.8%
Average	Score of 5	40	7.8%	71	13.8%	7	7.6%	41	10.3%	18	11.5%
	Score of 4	6	1.2%	4	0.8%	0	0.0%	7	1.8%	1	0.6%
	Score of 3	4	0.8%	2	0.4%	0	0.0%	9	2.3%	1	0.6%
	Score of 2	4	0.8%	3	0.6%	1	1.1%	0	0.0%	1	0.6%
Unacceptable	Score of 1	4	0.8%	9	1.8%	1	1.1%	4	1.0%	2	1.3%
Total respondents answering item <sup>1</sup>		513	100%	514	100%	92	100%	397	100%	156	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL SATISFACTION WITH THE QUALITY OF SERVICES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q6.	Overall satisfaction with the quality of services	8.66	8.77	8.72	8.58	8.41

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	252	48.6%	301	58.7%	51	54.3%	201	50.1%	65	40.6%
	Score of 9	85	16.4%	63	12.3%	12	12.8%	55	13.7%	22	13.8%
	Score of 8	85	16.4%	56	10.9%	11	11.7%	55	13.7%	36	22.5%
	Score of 7	36	6.9%	20	3.9%	9	9.6%	36	9.0%	15	9.4%
	Score of 6	16	3.1%	14	2.7%	4	4.3%	16	4.0%	5	3.1%
Average	Score of 5	26	5.0%	44	8.6%	5	5.3%	21	5.2%	13	8.1%
	Score of 4	3	0.6%	3	0.6%	0	0.0%	3	0.7%	1	0.6%
	Score of 3	5	1.0%	3	0.6%	0	0.0%	6	1.5%	1	0.6%
	Score of 2	5	1.0%	1	0.2%	0	0.0%	3	0.7%	0	0.0%
Unacceptable	Score of 1	5	1.0%	8	1.6%	2	2.1%	5	1.2%	2	1.3%
Total respondents answering item <sup>1</sup>		518	100%	513	100%	94	100%	401	100%	160	100%

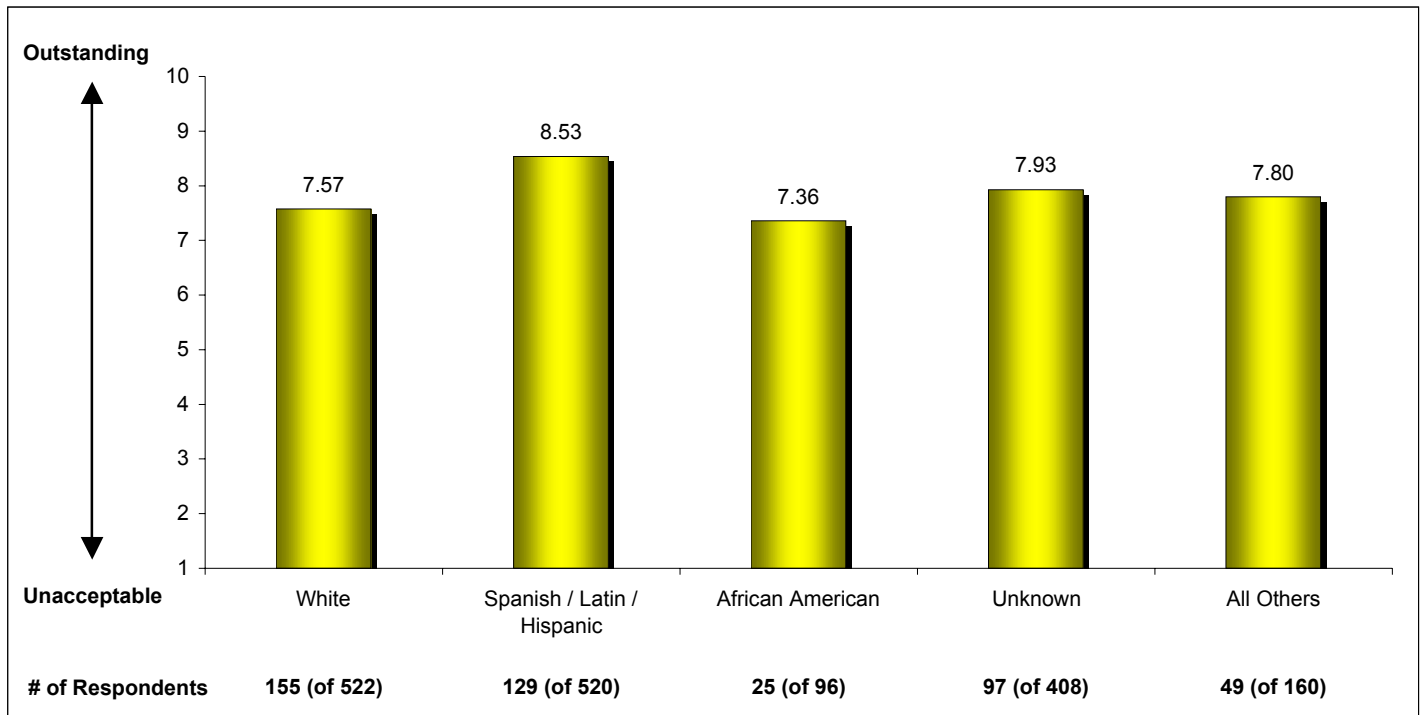
<sup>1</sup> Columns may not sum to 100% due to rounding.



# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### SATISFACTION WITH THE HELP FROM REGIONAL CENTER WHEN YOUR CHILD TURNED THREE YEARS OLD



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q31.	Satisfaction with the help from regional center when your child turned three years old	7.57	8.53	7.36	7.93	7.80

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	57	36.8%	83	64.3%	11	44.0%	39	40.2%	19	38.8%
	Score of 9	18	11.6%	10	7.8%	2	8.0%	11	11.3%	7	14.3%
	Score of 8	19	12.3%	8	6.2%	3	12.0%	12	12.4%	7	14.3%
	Score of 7	17	11.0%	6	4.7%	3	12.0%	13	13.4%	2	4.1%
	Score of 6	7	4.5%	1	0.8%	1	4.0%	4	4.1%	2	4.1%
Average	Score of 5	18	11.6%	11	8.5%	0	0.0%	11	11.3%	8	16.3%
	Score of 4	2	1.3%	1	0.8%	0	0.0%	0	0.0%	1	2.0%
	Score of 3	5	3.2%	0	0.0%	0	0.0%	3	3.1%	0	0.0%
	Score of 2	4	2.6%	1	0.8%	0	0.0%	1	1.0%	0	0.0%
	Unacceptable	Score of 1	8	5.2%	8	6.2%	5	20.0%	3	3.1%	3

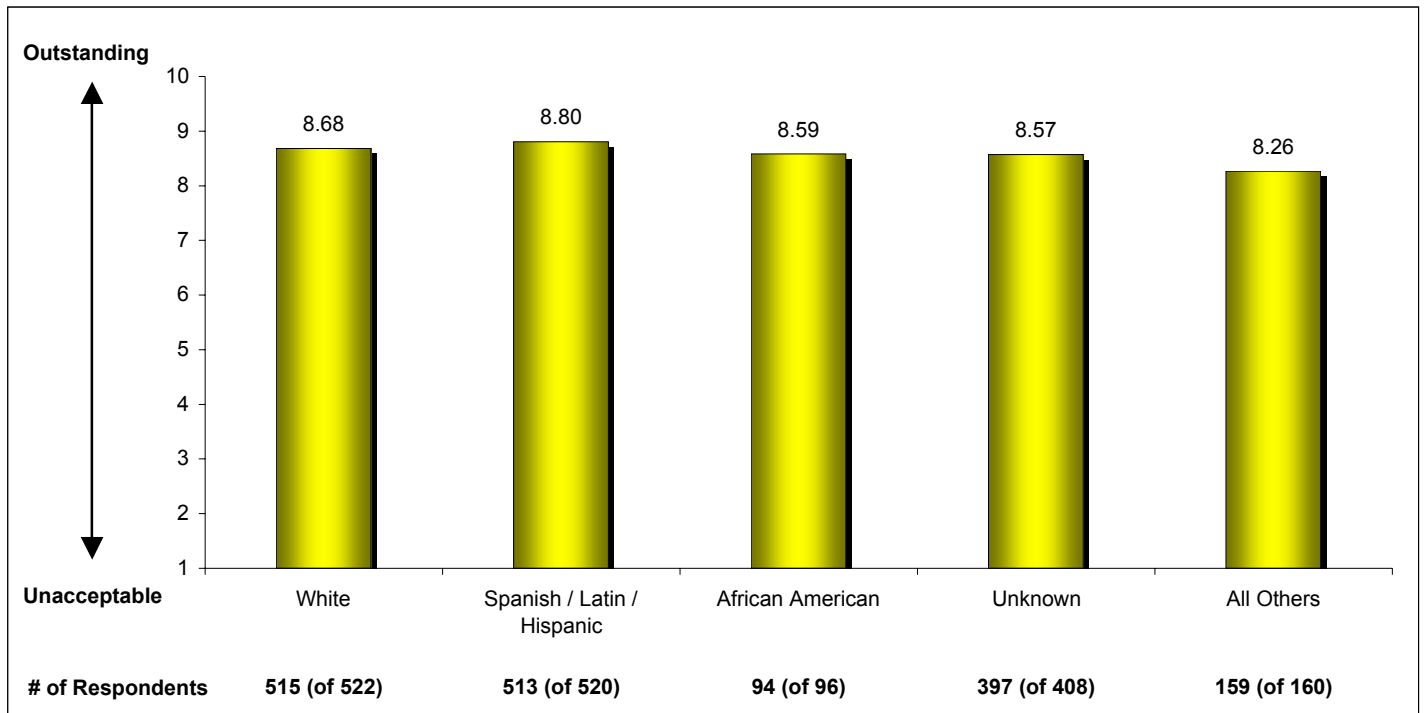
Total respondents answering item <sup>1</sup>		155	100%	129	100%	25	100%	97	100%	49	100%
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<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### SERVICES HAVE BEEN DESIGNED TO FIT INTO YOUR EVERYDAY FAMILY ROUTINE



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q10.	Services have been designed to fit into your everyday family routine	8.68	8.80	8.59	8.57	8.26

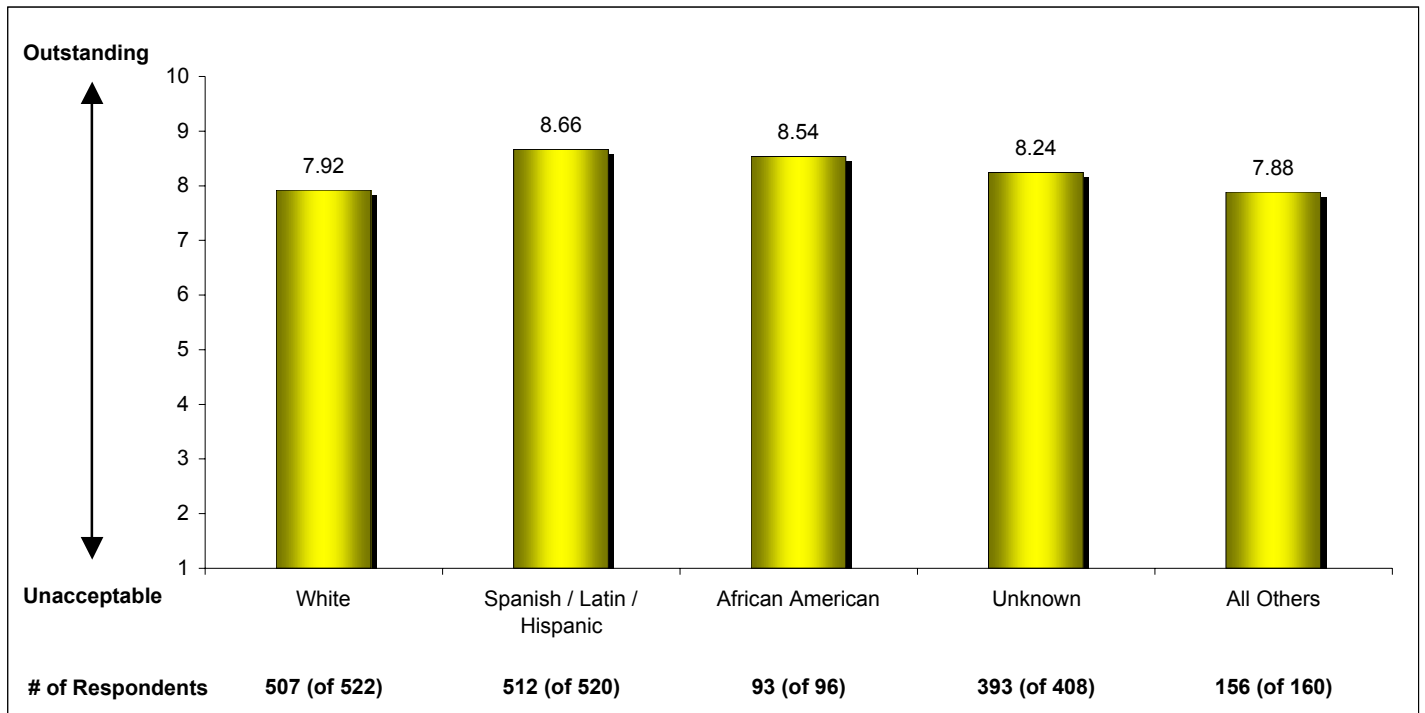
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	258	50.1%	307	59.8%	47	50.0%	199	50.1%	61	38.4%
	Score of 9	71	13.8%	59	11.5%	11	11.7%	50	12.6%	25	15.7%
	Score of 8	84	16.3%	46	9.0%	16	17.0%	56	14.1%	32	20.1%
	Score of 7	40	7.8%	31	6.0%	8	8.5%	37	9.3%	15	9.4%
	Score of 6	19	3.7%	10	1.9%	3	3.2%	12	3.0%	6	3.8%
Average	Score of 5	27	5.2%	47	9.2%	6	6.4%	30	7.6%	13	8.2%
	Score of 4	9	1.7%	6	1.2%	1	1.1%	3	0.8%	1	0.6%
	Score of 3	3	0.6%	1	0.2%	0	0.0%	4	1.0%	3	1.9%
	Score of 2	1	0.2%	2	0.4%	0	0.0%	3	0.8%	1	0.6%
Unacceptable	Score of 1	3	0.6%	4	0.8%	2	2.1%	3	0.8%	2	1.3%
Total respondents answering item <sup>1</sup>		515	100%	513	100%	94	100%	397	100%	159	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL SATISFACTION WITH THE INFORMATION TO PLAN FOR YOUR CHILD'S NEEDS



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q14.	Overall satisfaction with the information to plan for your child's needs	7.92	8.66	8.54	8.24	7.88

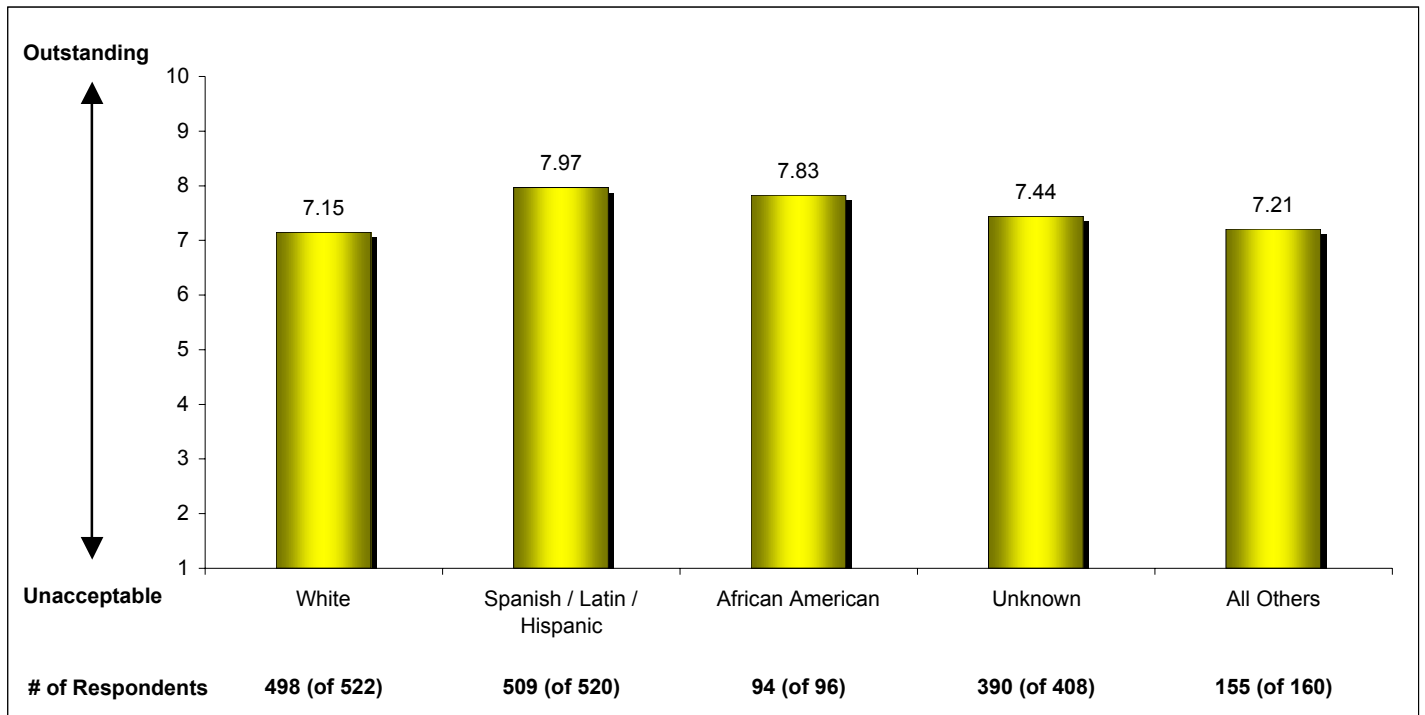
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	185	36.5%	292	57.0%	43	46.2%	164	41.7%	52	33.3%
	Score of 9	63	12.4%	61	11.9%	19	20.4%	52	13.2%	20	12.8%
	Score of 8	86	17.0%	54	10.5%	13	14.0%	60	15.3%	36	23.1%
	Score of 7	58	11.4%	14	2.7%	4	4.3%	44	11.2%	15	9.6%
	Score of 6	27	5.3%	9	1.8%	3	3.2%	17	4.3%	3	1.9%
Average	Score of 5	48	9.5%	71	13.9%	7	7.5%	41	10.4%	17	10.9%
	Score of 4	10	2.0%	4	0.8%	1	1.1%	4	1.0%	4	2.6%
	Score of 3	13	2.6%	2	0.4%	0	0.0%	3	0.8%	4	2.6%
	Score of 2	8	1.6%	0	0.0%	1	1.1%	3	0.8%	1	0.6%
Unacceptable	Score of 1	9	1.8%	5	1.0%	2	2.2%	5	1.3%	4	2.6%
Total respondents answering item <sup>1</sup>		507	100%	512	100%	93	100%	393	100%	156	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### EASE OF FINDING INFORMATION ABOUT AVAILABLE SERVICES



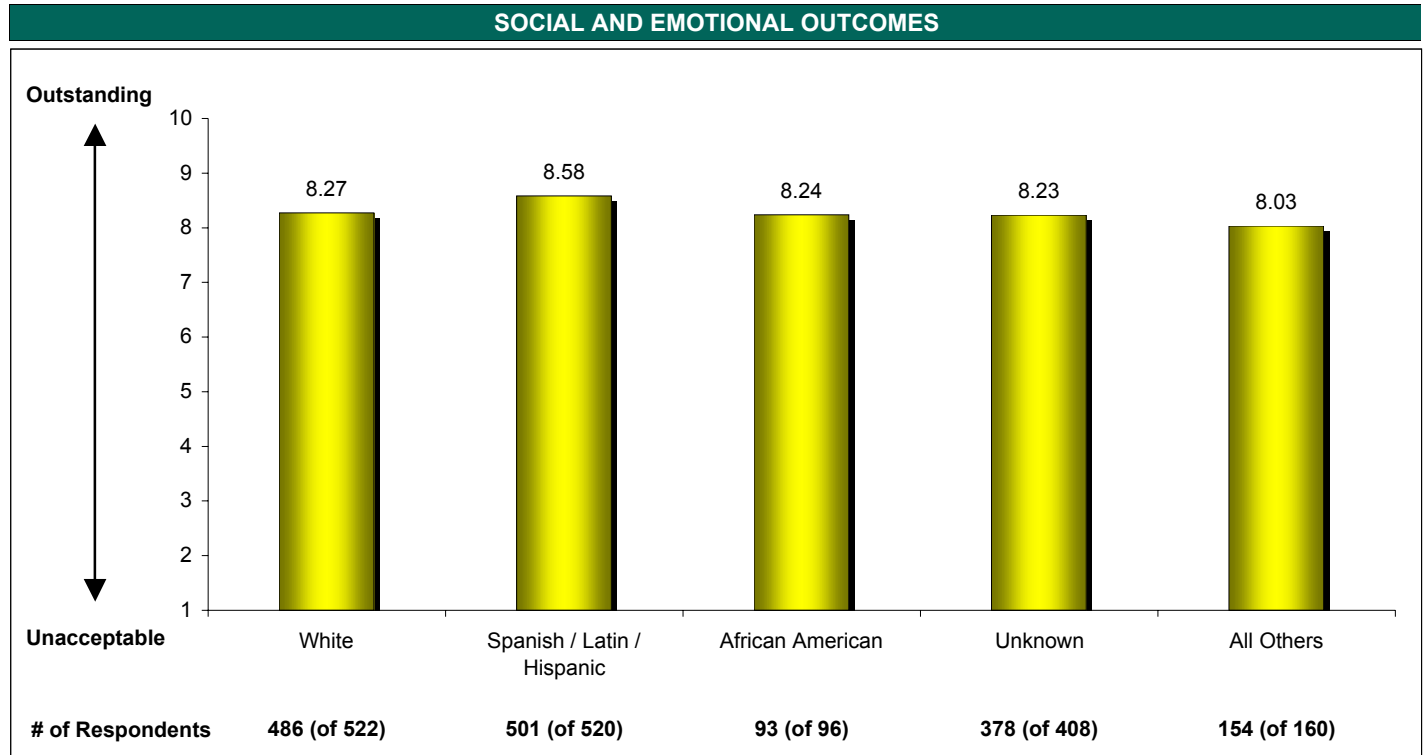
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q16.	Ease of finding information about available services	7.15	7.97	7.83	7.44	7.21

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	145	29.1%	213	41.8%	35	37.2%	138	35.4%	37	23.9%
	Score of 9	41	8.2%	61	12.0%	12	12.8%	35	9.0%	15	9.7%
	Score of 8	70	14.1%	65	12.8%	15	16.0%	56	14.4%	33	21.3%
	Score of 7	60	12.0%	39	7.7%	8	8.5%	35	9.0%	15	9.7%
	Score of 6	39	7.8%	15	2.9%	5	5.3%	20	5.1%	10	6.5%
Average	Score of 5	66	13.3%	81	15.9%	10	10.6%	47	12.1%	27	17.4%
	Score of 4	23	4.6%	14	2.8%	3	3.2%	20	5.1%	7	4.5%
	Score of 3	19	3.8%	4	0.8%	1	1.1%	13	3.3%	3	1.9%
	Score of 2	12	2.4%	4	0.8%	2	2.1%	13	3.3%	3	1.9%
Unacceptable	Score of 1	23	4.6%	13	2.6%	3	3.2%	13	3.3%	5	3.2%
Total respondents answering item <sup>1</sup>		498	100%	509	100%	94	100%	390	100%	155	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY



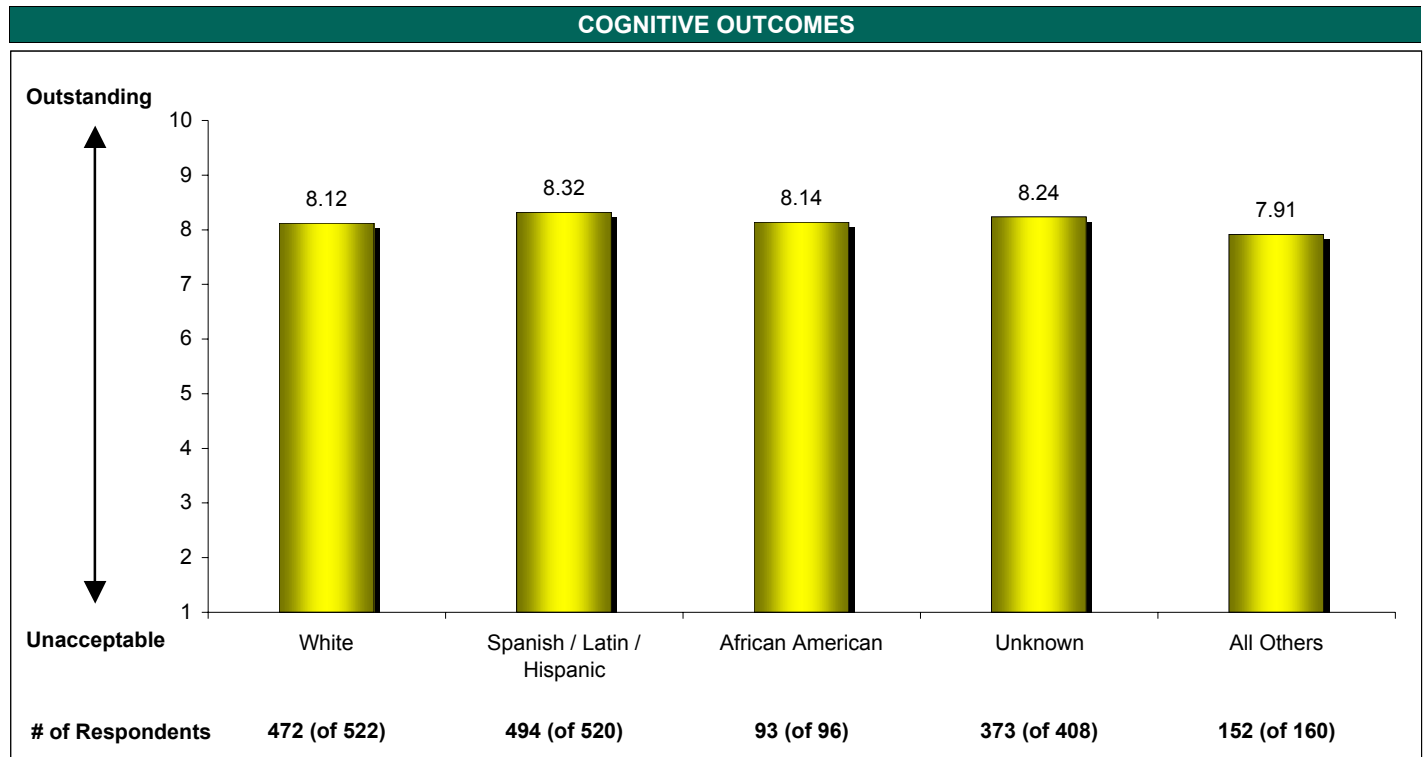
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q20.	Social and emotional outcomes	8.27	8.58	8.24	8.23	8.03

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	206	42.4%	283	56.5%	44	47.3%	175	46.3%	52	33.8%
	Score of 9	57	11.7%	32	6.4%	9	9.7%	25	6.6%	17	11.0%
	Score of 8	80	16.5%	64	12.8%	13	14.0%	59	15.6%	36	23.4%
	Score of 7	51	10.5%	34	6.8%	5	5.4%	41	10.8%	15	9.7%
	Score of 6	27	5.6%	21	4.2%	7	7.5%	20	5.3%	6	3.9%
Average	Score of 5	51	10.5%	56	11.2%	10	10.8%	47	12.4%	26	16.9%
	Score of 4	3	0.6%	2	0.4%	2	2.2%	2	0.5%	1	0.6%
	Score of 3	4	0.8%	4	0.8%	1	1.1%	2	0.5%	0	0.0%
	Score of 2	3	0.6%	0	0.0%	1	1.1%	1	0.3%	0	0.0%
Unacceptable	Score of 1	4	0.8%	5	1.0%	1	1.1%	6	1.6%	1	0.6%
Total respondents answering item <sup>1</sup>		486	100%	501	100%	93	100%	378	100%	154	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q21. Cognitive outcomes		8.12	8.32	8.14	8.24	7.91

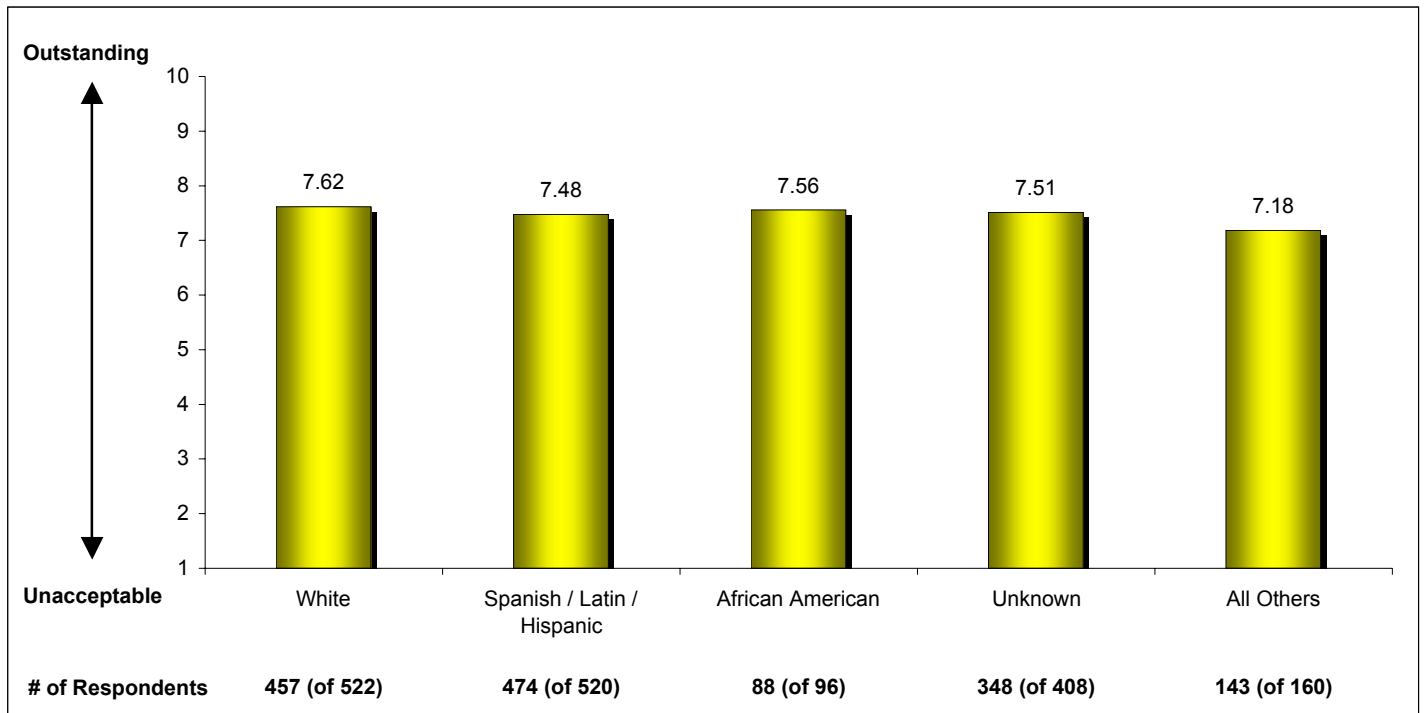
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	176	37.3%	237	48.0%	43	46.2%	170	45.6%	44	28.9%
	Score of 9	56	11.9%	47	9.5%	6	6.5%	30	8.0%	16	10.5%
	Score of 8	90	19.1%	63	12.8%	14	15.1%	51	13.7%	39	25.7%
	Score of 7	61	12.9%	48	9.7%	8	8.6%	49	13.1%	22	14.5%
	Score of 6	21	4.4%	23	4.7%	6	6.5%	17	4.6%	9	5.9%
Average	Score of 5	50	10.6%	62	12.6%	12	12.9%	43	11.5%	18	11.8%
	Score of 4	6	1.3%	3	0.6%	1	1.1%	5	1.3%	1	0.7%
	Score of 3	5	1.1%	2	0.4%	0	0.0%	3	0.8%	1	0.7%
	Score of 2	1	0.2%	2	0.4%	2	2.2%	1	0.3%	0	0.0%
Unacceptable	Score of 1	6	1.3%	7	1.4%	1	1.1%	4	1.1%	2	1.3%
Total respondents answering item <sup>1</sup>		472	100%	494	100%	93	100%	373	100%	152	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### SPEECH AND LANGUAGE OUTCOMES



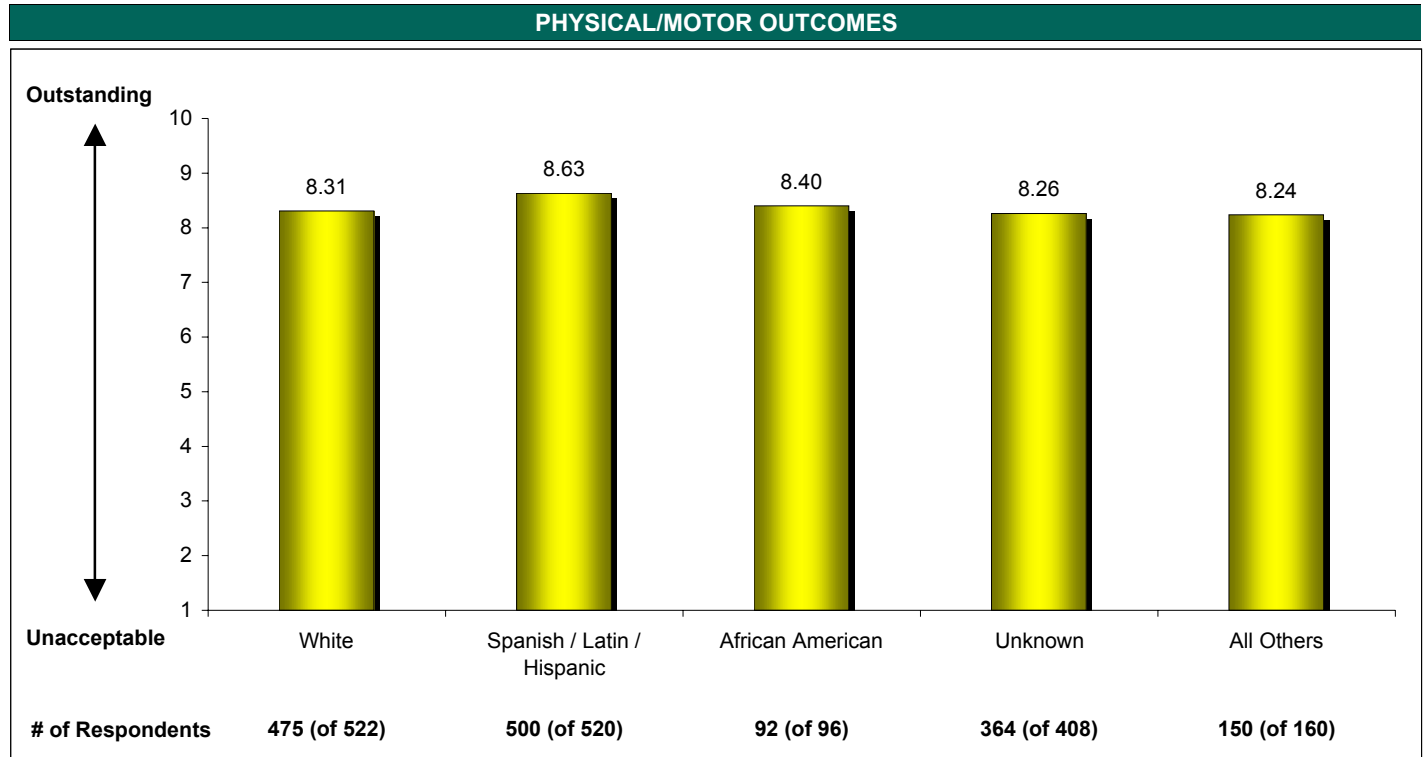
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q22.	Speech and language outcomes	7.62	7.48	7.56	7.51	7.18

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	155	33.9%	184	38.8%	35	39.8%	121	34.8%	40	28.0%
	Score of 9	39	8.5%	31	6.5%	6	6.8%	28	8.0%	8	5.6%
	Score of 8	69	15.1%	43	9.1%	5	5.7%	36	10.3%	24	16.8%
	Score of 7	52	11.4%	37	7.8%	8	9.1%	45	12.9%	14	9.8%
	Score of 6	33	7.2%	25	5.3%	10	11.4%	29	8.3%	11	7.7%
Average	Score of 5	79	17.3%	120	25.3%	19	21.6%	59	17.0%	33	23.1%
	Score of 4	7	1.5%	8	1.7%	1	1.1%	10	2.9%	4	2.8%
	Score of 3	7	1.5%	5	1.1%	1	1.1%	6	1.7%	4	2.8%
	Score of 2	6	1.3%	5	1.1%	0	0.0%	7	2.0%	1	0.7%
	Unacceptable	Score of 1	10	2.2%	16	3.4%	3	3.4%	7	2.0%	4
Total respondents answering item <sup>1</sup>		457	100%	474	100%	88	100%	348	100%	143	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q23.	Physical/motor outcomes	8.31	8.63	8.40	8.26	8.24

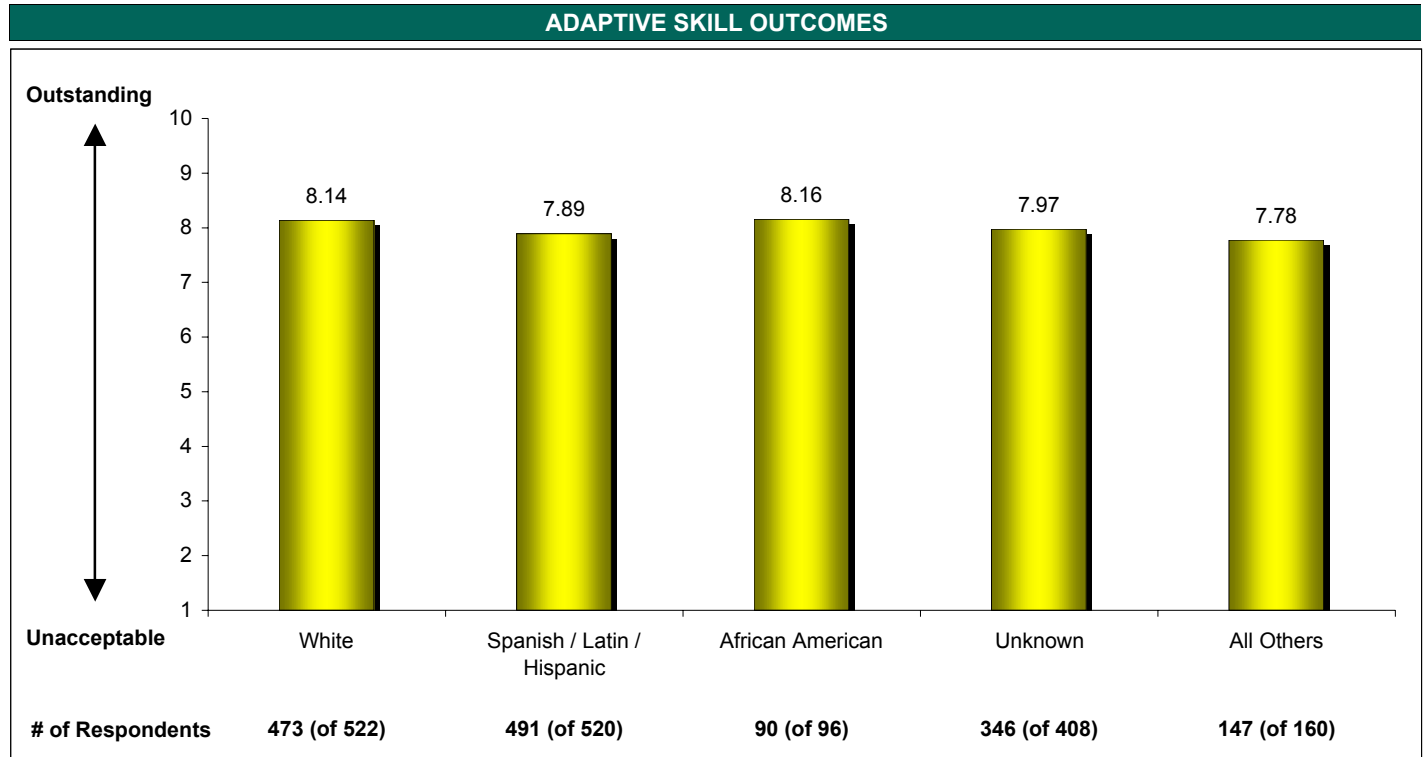
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	208	43.8%	280	56.0%	46	50.0%	167	45.9%	49	32.7%
	Score of 9	60	12.6%	48	9.6%	10	10.9%	32	8.8%	21	14.0%
	Score of 8	80	16.8%	61	12.2%	11	12.0%	55	15.1%	40	26.7%
	Score of 7	38	8.0%	31	6.2%	11	12.0%	35	9.6%	20	13.3%
	Score of 6	26	5.5%	13	2.6%	2	2.2%	22	6.0%	6	4.0%
Average	Score of 5	41	8.6%	53	10.6%	7	7.6%	41	11.3%	9	6.0%
	Score of 4	10	2.1%	4	0.8%	0	0.0%	3	0.8%	3	2.0%
	Score of 3	3	0.6%	5	1.0%	3	3.3%	3	0.8%	1	0.7%
	Score of 2	1	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Unacceptable	Score of 1	8	1.7%	5	1.0%	2	2.2%	6	1.6%	1	0.7%
Total respondents answering item <sup>1</sup>		475	100%	500	100%	92	100%	364	100%	150	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.



# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q24.	Adaptive skill outcomes	8.14	7.89	8.16	7.97	7.78

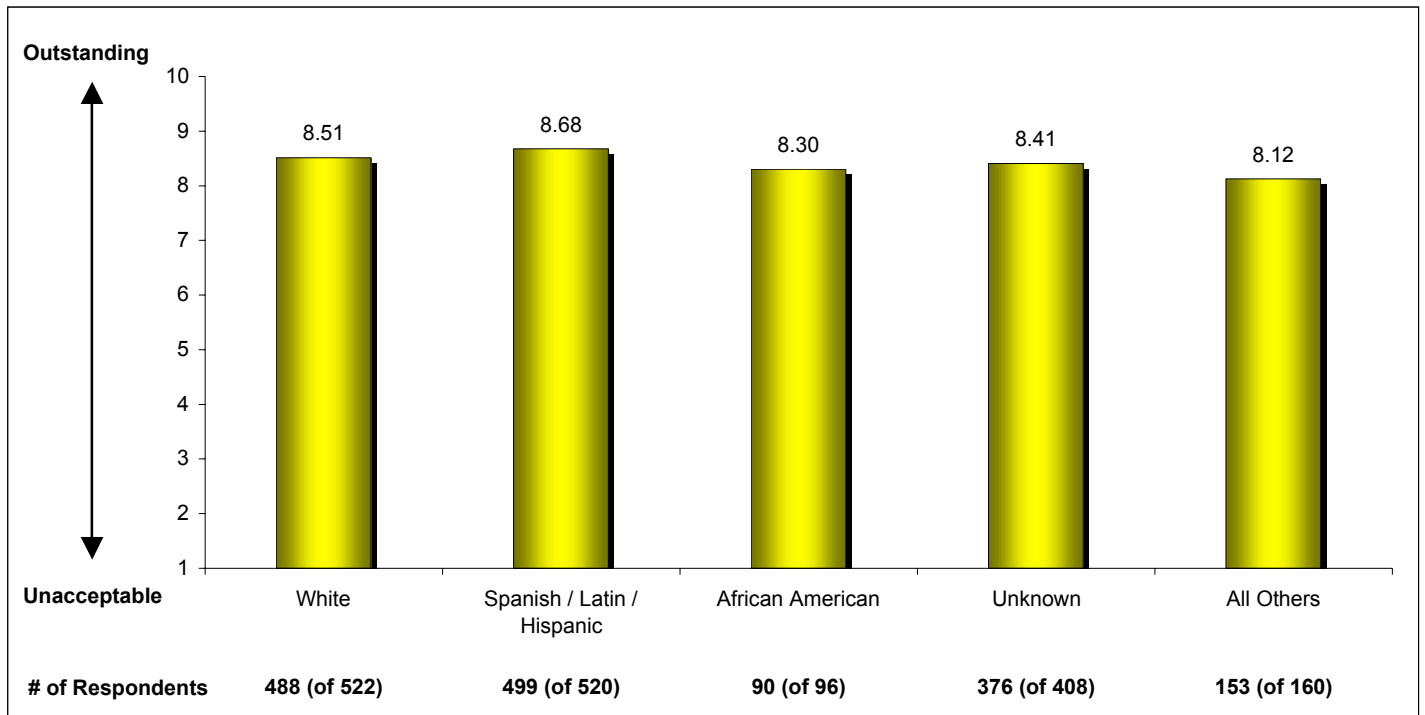
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	190	40.2%	201	40.9%	38	42.2%	139	40.2%	44	29.9%
	Score of 9	53	11.2%	39	7.9%	7	7.8%	39	11.3%	15	10.2%
	Score of 8	86	18.2%	69	14.1%	15	16.7%	49	14.2%	29	19.7%
	Score of 7	47	9.9%	40	8.1%	14	15.6%	35	10.1%	22	15.0%
	Score of 6	23	4.9%	28	5.7%	4	4.4%	17	4.9%	8	5.4%
Average	Score of 5	53	11.2%	95	19.3%	8	8.9%	48	13.9%	23	15.6%
	Score of 4	8	1.7%	2	0.4%	0	0.0%	5	1.4%	3	2.0%
	Score of 3	3	0.6%	6	1.2%	2	2.2%	2	0.6%	2	1.4%
Unacceptable	Score of 2	1	0.2%	2	0.4%	1	1.1%	0	0.0%	0	0.0%
	Score of 1	9	1.9%	9	1.8%	1	1.1%	12	3.5%	1	0.7%
Total respondents answering item <sup>1</sup>		473	100%	491	100%	90	100%	346	100%	147	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES BY ETHNICITY

### OVERALL QUALITY OF LIFE OUTCOMES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q25.	Overall quality of life outcomes	8.51	8.68	8.30	8.41	8.12

		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	220	45.1%	272	54.5%	36	40.0%	167	44.4%	53	34.6%
	Score of 9	62	12.7%	54	10.8%	9	10.0%	43	11.4%	17	11.1%
	Score of 8	84	17.2%	69	13.8%	18	20.0%	75	19.9%	39	25.5%
	Score of 7	55	11.3%	34	6.8%	14	15.6%	32	8.5%	14	9.2%
	Score of 6	20	4.1%	8	1.6%	4	4.4%	15	4.0%	9	5.9%
Average	Score of 5	39	8.0%	49	9.8%	7	7.8%	34	9.0%	16	10.5%
	Score of 4	4	0.8%	6	1.2%	0	0.0%	2	0.5%	3	2.0%
	Score of 3	2	0.4%	4	0.8%	1	1.1%	2	0.5%	1	0.7%
	Score of 2	0	0.0%	1	0.2%	1	1.1%	1	0.3%	0	0.0%
	Score of 1	2	0.4%	2	0.4%	0	0.0%	5	1.3%	1	0.7%
Unacceptable											
Total respondents answering item <sup>1</sup>		488	100%	499	100%	90	100%	376	100%	153	100%

<sup>1</sup> Columns may not sum to 100% due to rounding.

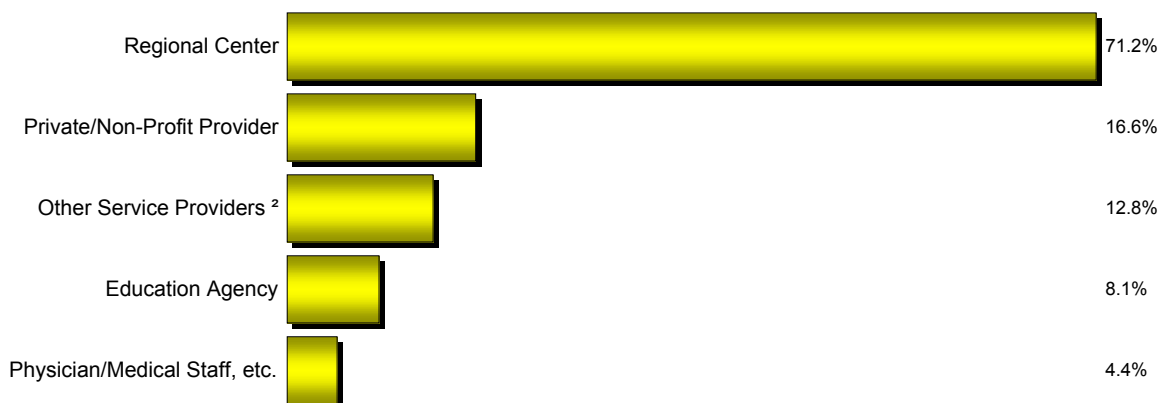


# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES FOR TOTAL DDS RESPONDENTS

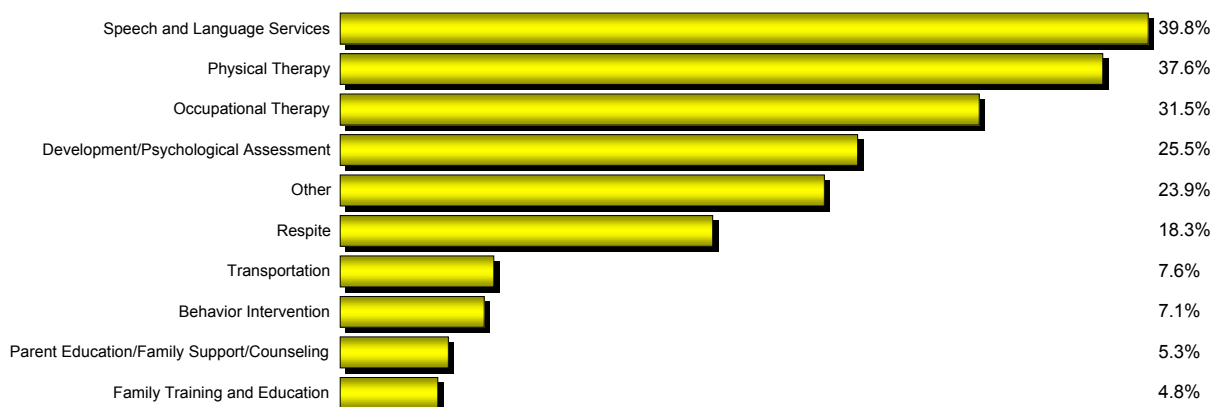
### SERVICE PROVIDER <sup>1</sup>

Q2. Who provides your Early Start services? (multiple responses allowed)



### EARLY START SERVICES <sup>1</sup>

Q1. What services are you and your family currently receiving? (multiple responses allowed)



### EARLY START SERVICES BY SERVICE PROVIDER <sup>1</sup>

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers <sup>2</sup>
Physical Therapy	64.7%	18.1%	4.1%	4.1%	9.2%
Parent Education/Family Support/Counseling	56.8%	15.3%	7.6%	5.9%	14.4%
Development/Psychological Assessment	63.7%	14.8%	6.3%	6.7%	8.5%
Transportation	60.8%	15.8%	8.8%	6.4%	8.2%
Respite	61.6%	16.2%	8.1%	4.5%	9.6%
Occupational Therapy	61.5%	17.7%	6.1%	4.9%	9.7%
Speech and Language Services	59.6%	16.3%	9.0%	4.2%	10.9%
Family Training and Education	58.4%	15.9%	6.2%	9.7%	9.7%
Behavior Intervention	63.3%	14.6%	7.6%	4.4%	10.1%
Other	53.2%	15.4%	8.7%	4.2%	18.5%

<sup>1</sup> The percents here are regional center average percents to provide an indication of relative statewide patterns  
these are multiple response items so sum of the percents may not equal sum of the categories and do not total 100 percent

<sup>2</sup> Family Resource Centers account for 1.9 percent; balance of other providers was 10.9 percent

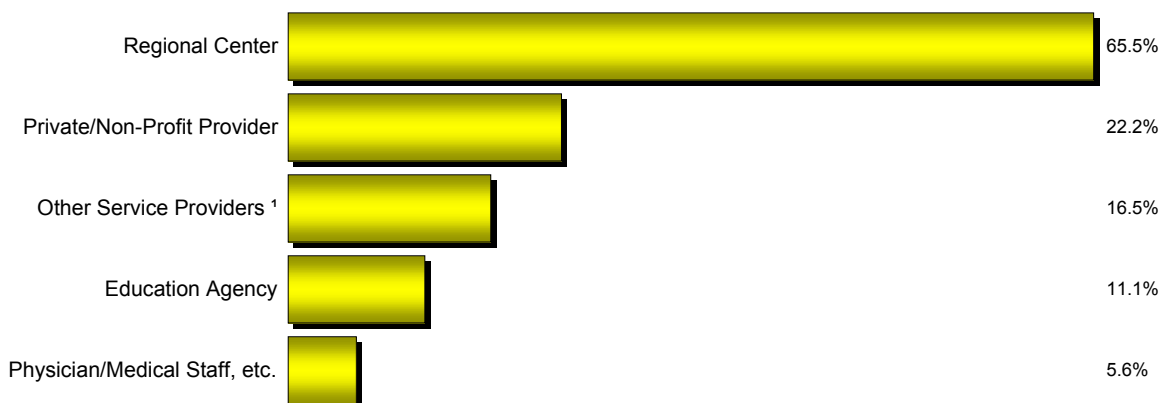


# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES FOR WHITE GROUP

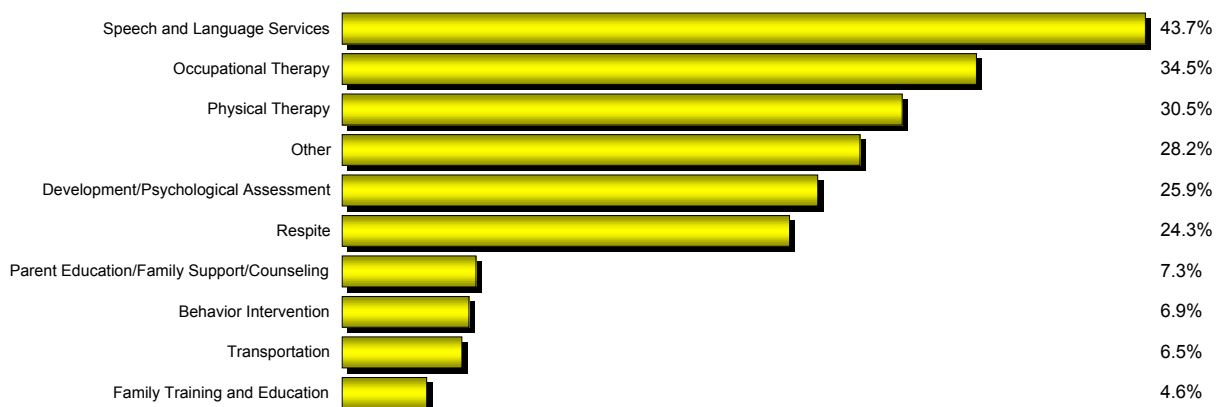
### SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



### EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



### EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers <sup>1</sup>
Physical Therapy	54.5%	21.5%	5.7%	5.3%	12.9%
Parent Education/Family Support/Counseling	50.0%	21.4%	8.9%	5.4%	14.3%
Development/Psychological Assessment	56.3%	19.1%	9.8%	7.1%	7.7%
Transportation	51.8%	19.6%	14.3%	5.4%	8.9%
Respite	58.1%	19.2%	9.9%	4.7%	8.1%
Occupational Therapy	53.4%	19.9%	8.5%	6.8%	11.4%
Speech and Language Services	52.7%	21.1%	10.9%	4.4%	10.9%
Family Training and Education	44.1%	26.5%	8.8%	2.9%	17.6%
Behavior Intervention	51.9%	20.4%	13.0%	7.4%	7.4%
Other	51.2%	16.3%	9.3%	3.5%	19.8%

<sup>1</sup> Family Resource Centers are included in other service providers.



# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES FOR SPANISH / LATIN / HISPANIC GROUP

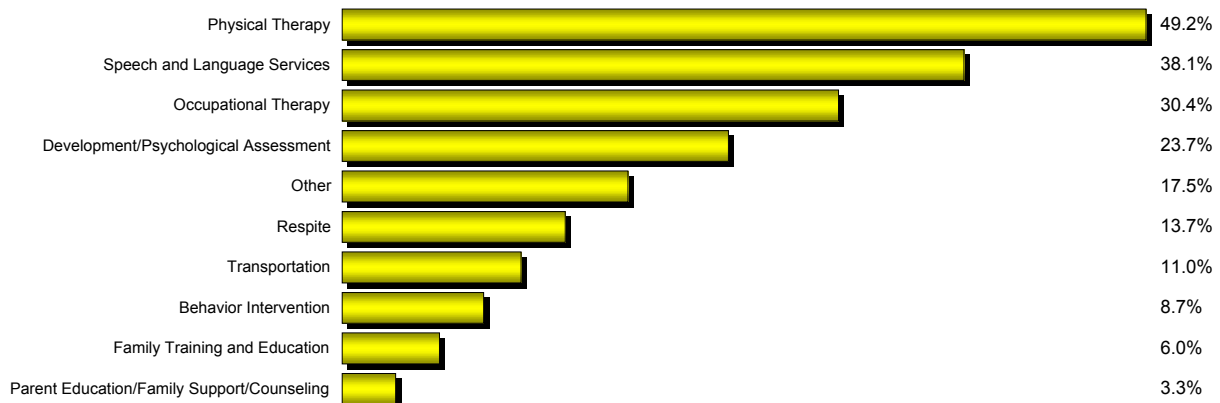
### SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



### EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



### EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers <sup>1</sup>
Physical Therapy	76.3%	13.8%	1.4%	2.5%	6.0%
Parent Education/Family Support/Counseling	64.7%	0.0%	5.9%	5.9%	23.5%
Development/Psychological Assessment	74.3%	9.6%	0.7%	5.9%	9.6%
Transportation	62.7%	17.9%	3.0%	6.0%	10.4%
Respite	68.2%	12.9%	3.5%	3.5%	11.8%
Occupational Therapy	73.1%	12.4%	3.8%	3.8%	7.0%
Speech and Language Services	71.0%	13.4%	3.1%	3.1%	9.4%
Family Training and Education	77.8%	11.1%	0.0%	5.6%	5.6%
Behavior Intervention	72.0%	10.0%	0.0%	4.0%	14.0%
Other	56.4%	11.7%	11.7%	4.3%	16.0%

<sup>1</sup> Family Resource Centers are included in other service providers.

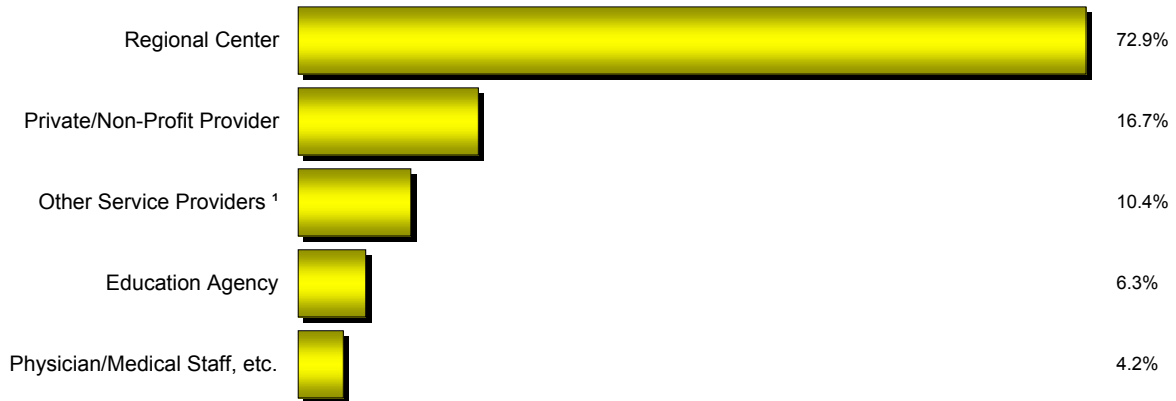


# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES FOR AFRICAN AMERICAN GROUP

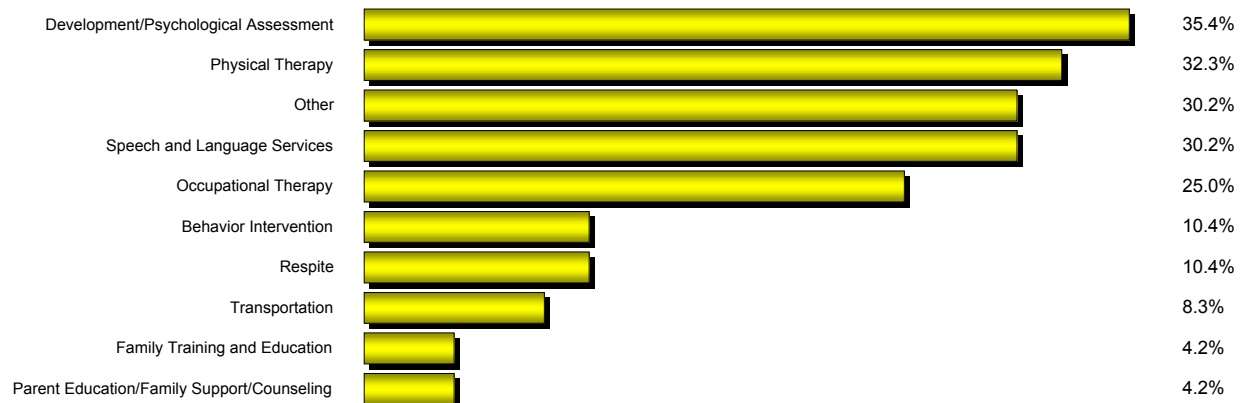
### SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



### EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



### EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers <sup>1</sup>
Physical Therapy	64.9%	21.6%	5.4%	2.7%	5.4%
Parent Education/Family Support/Counseling	42.9%	28.6%	0.0%	14.3%	14.3%
Development/Psychological Assessment	68.2%	18.2%	4.5%	6.8%	2.3%
Transportation	77.8%	0.0%	11.1%	11.1%	0.0%
Respite	64.3%	7.1%	7.1%	7.1%	14.3%
Occupational Therapy	64.3%	21.4%	7.1%	3.6%	3.6%
Speech and Language Services	66.7%	16.7%	5.6%	2.8%	8.3%
Family Training and Education	50.0%	12.5%	0.0%	25.0%	12.5%
Behavior Intervention	66.7%	13.3%	6.7%	6.7%	6.7%
Other	60.7%	14.3%	0.0%	3.6%	21.4%

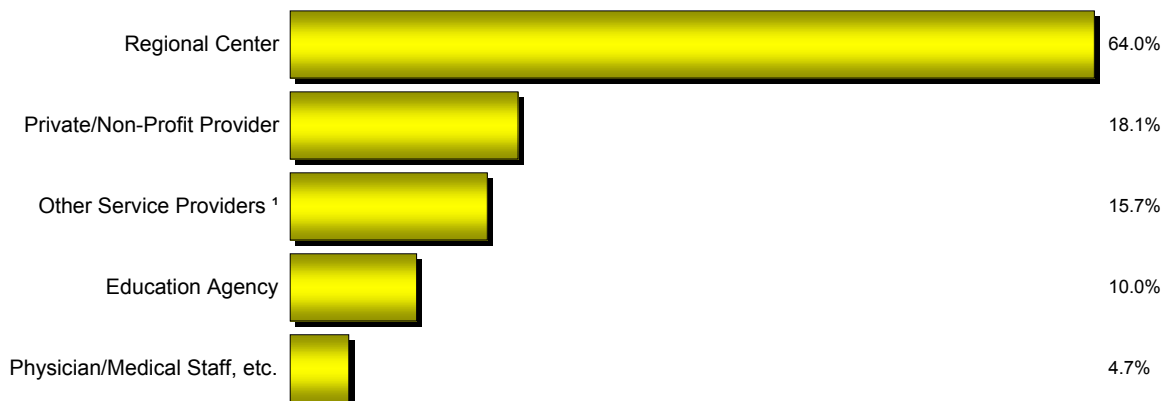
<sup>1</sup> Family Resource Centers are included in other service providers.

# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES FOR UNKNOWN GROUP

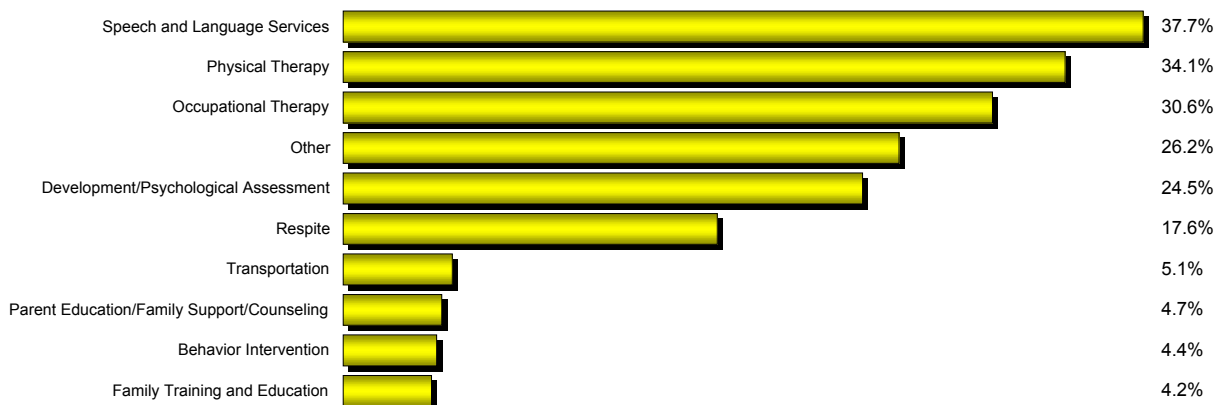
### SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



### EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



### EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers <sup>1</sup>
Physical Therapy	55.9%	20.0%	5.9%	5.3%	12.9%
Parent Education/Family Support/Counseling	54.2%	12.5%	8.3%	8.3%	16.7%
Development/Psychological Assessment	59.4%	14.1%	7.0%	7.8%	11.7%
Transportation	64.3%	10.7%	7.1%	10.7%	7.1%
Respite	57.5%	18.4%	9.2%	4.6%	10.3%
Occupational Therapy	56.6%	19.5%	5.0%	5.0%	13.8%
Speech and Language Services	51.8%	14.9%	12.8%	5.1%	15.4%
Family Training and Education	46.4%	14.3%	10.7%	21.4%	7.1%
Behavior Intervention	58.3%	16.7%	8.3%	0.0%	16.7%
Other	48.7%	18.6%	8.0%	5.3%	19.5%

<sup>1</sup> Family Resource Centers are included in other service providers.

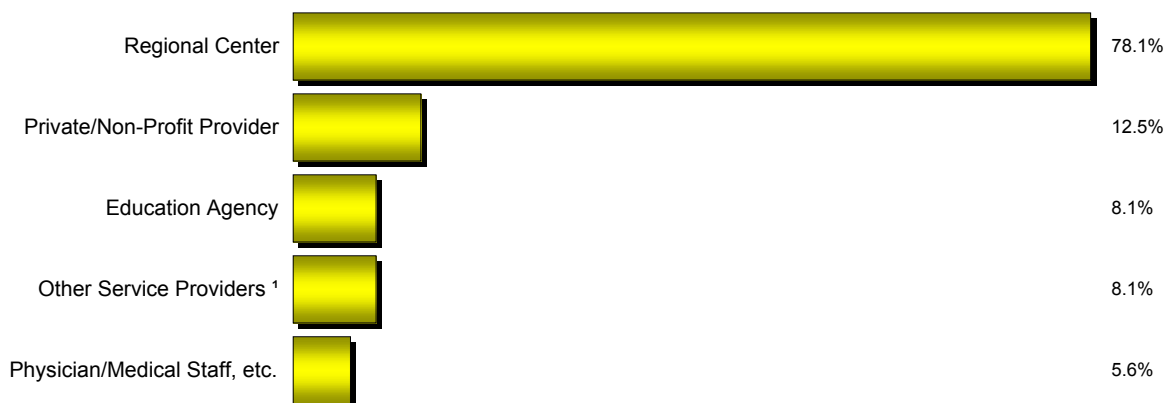


# 2001 Early Start Program: Family Satisfaction Survey

## ANALYSIS OF EARLY START SERVICES FOR ALL OTHERS GROUP

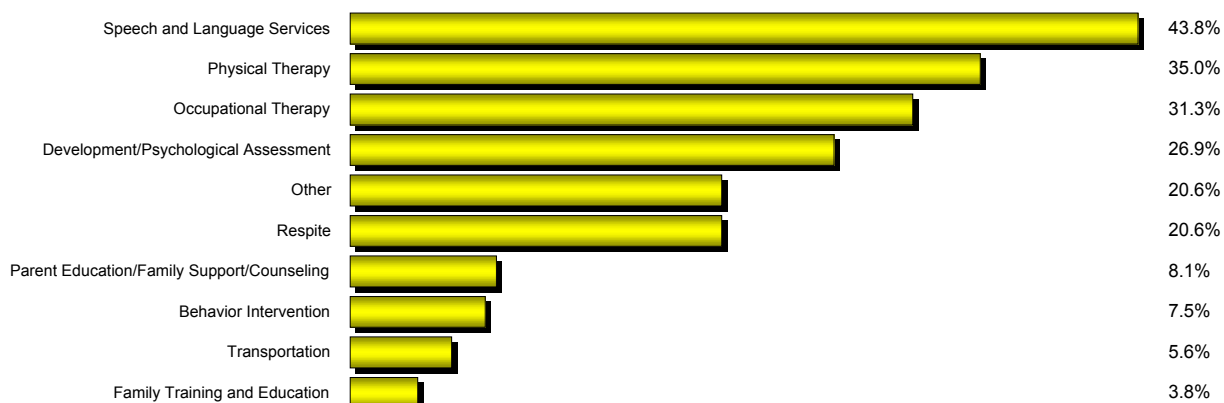
### SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



### EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



### EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers <sup>1</sup>
Physical Therapy	69.2%	18.5%	4.6%	4.6%	3.1%
Parent Education/Family Support/Counseling	85.7%	7.1%	7.1%	0.0%	0.0%
Development/Psychological Assessment	69.4%	12.2%	8.2%	4.1%	6.1%
Transportation	72.7%	9.1%	18.2%	0.0%	0.0%
Respite	71.1%	7.9%	7.9%	5.3%	7.9%
Occupational Therapy	69.0%	19.0%	6.9%	1.7%	3.4%
Speech and Language Services	69.3%	9.3%	10.7%	5.3%	5.3%
Family Training and Education	85.7%	0.0%	14.3%	0.0%	0.0%
Behavior Intervention	80.0%	6.7%	13.3%	0.0%	0.0%
Other	61.9%	11.9%	7.1%	4.8%	14.3%

<sup>1</sup> Family Resource Centers are included in other service providers.